USER's MANUAL

Web Server v.1.1

SMART ACCESS

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VECOS EUROPE B.V

USER's MANUAL

<u>TABLE OF CONTENTS</u>

GENERAL INFORMATION

1.1. INTRODUCTION

Vecos Europe B.V is a leading European company in security & efficiency solutions with its own hardware, firmware and software development. The company started in 1988 and is located in Eindhoven.

Products are developed in several categories with systems for:

- Track & Trace
- Access Control
- Locker Management
- Waste Management
- Board computers
- Terminals

Smart Access, is a trade mark name of Vecos Europe B.V, which is a complete Locker Management System. There are three applications for this system:

- Firmware for locker components
- Web Server to manage the system
- Communication Module is an application which is used to receive and transfer data between the lockers and web server

This manual has been written keeping in mind the end-user, who uses the Web Server to manage the system and which mainly acts as a reference manual.

1.2. APPLICATION OVERVIEW

The Web Server is a part of the Smart Access application; it is used for installation and management of the system.

Because the Web Server is designed by Asp.NET 2.0 using C# 2005 and SQL Server Database, therefore, the following components must be installed in order to run the website:

- Internet Information Services (IIS)
- .NET Framework 2.0
- The database is capable with either SQL Server 2000 or SQL Server 2005.

1.3. PURPOSE OF THE MANUAL

This manual contains information for establishing your work using this web server for Smart Access system. You can use this manual as a self-learning textbook. It describes the various functions that will be provided in the web server and also the hardware and software requirements. Furthermore, it will guide you through each of the major facilities within the web server.

1.4. HOW TO USE THE MANUAL

This manual is designed to get you up and using the Web Server for Smart Access system. If you are new to the Web Server, we suggest you to read through this publication with it. It gives step by step description as also to how the whole application works.

1.5. RELATED DOCUMENTS

There is one document which is related to this manual; it is *called Installation User Manual* in which you can find information how to:

- Install IIS
- Install SQL Server 2005 Express
- Install SQL Server 2005 Management Studio Express
- Create a database on SQL Server 2005 Management
- Create a virtual website on IIS
- Order a license number for the full package Smart Access from Vecos
- Run the web server and start to install the Web server

We also add the *Installation User Manual* in our full package Smart Access, but it is also available to download at:
http://support.vecoseurope.nl/SmartAccess/Installation User Manual v1.pdf

1.6. POINTS OF CONTACT

In case you get any problem with Smart Access system, you feel free to contact us:

- Software updates at: http://support.vecoseurope.nl/SmartAccess/RevisionHistory.html
- Email: support@vecos.com
- Phone: (+31) 40 3686030

2. APPLICATION SUMMARY

2.1. SYSTEM CONFIGURATION

In order to run the web server in a smooth way, we suggest you to have a minimum system requirement as following:

- Windows XP Professional SP2
- Pentium IV 1GHz
- 1GB RAM
- 1GB Hard-disk free space

And the best browser for running the Smart Access website is Internet Explorer 7

2.2. USER ACCESS LEVELS

Administrator   Web Server
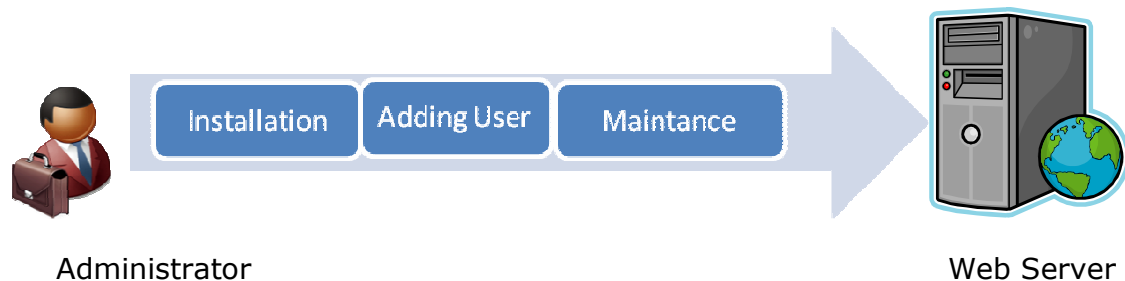
Figure 2.2.1: Super Administrator Access Levels

With the figure 2.2.1, you can see that the super administrator has following rights:

- Installing the web server for the first time using
- Adding users for using the web server with specific rights which will be described at: 5.3. Feature 3 – Maintaining administrators
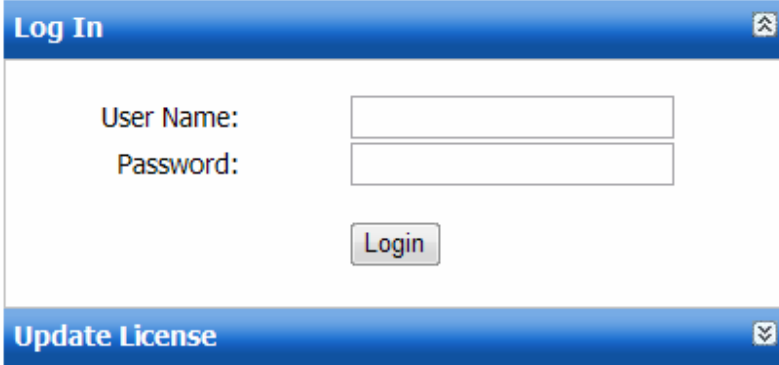- Maintaining all information of the system on the web server.

User   Web Server

Figure 2.2.2: Normal Administrator Access Levels

With the figure 2.2.2, the normal administrator can visit the web server and has limited rights which were assigned by the super administrator.

3. INSTALLATION GUIDE

In order to interact with all functionalities of the web server, you must complete setup the web server running on IIS, and then you are able to view a login panel like figure 3.1:

Figure 3.1: Login page

There is one remark that the text 'Database Connection Error' does not appear below the 'Login' button, which means that you have installed your web server successfully, otherwise, you need to review the *Installation User Manual* to find why your web server is not ready!

4. GETTING STARTED

4.1. LOGGING ON

After your web server has configured and installed successfully, you are able to login with a default account, which you can change after logon for security:

- User name: admin
- Password : admin

You can click on the 'Login' button to go inside the web server or click on ⬇ to view your configuration:

Figure 4.1.1: Login panel and Update License panel

If your license expires, you can update your configuration such as 'End Date', 'License Payment', 'Import Server' and 'License Nr' by pressing on 'Update' button.

4.2. THE FIRST LOOK

We know that you have spent a lot of time and effort to complete all steps to install the web server and now, it is the time to show you the homepage of Smart Access website like figure 4.2.1 below:

Figure 4.2.1: Homepage user interface

As you can see on the figure 4.2.1, this is the homepage user interface:

- At the top left, you can see that name of admin is 'Super Admin' and current web language is English.
- There is a blue row which contains menu and 'Sign Out' button.
- At the center of the page, this information will show you the end-date of using this web server and also how many companies, terminals, doors and admin users you have added.
- You can click on 'Sign Out' button to log out to the login page.

5. FUNCTIONALITIES

We would like to describe all functionalities of the web server and then, we will give description and guidance for each of them:

Feature number	Feature description
1	Approving high priority logs
2	Updating configuration
3	Maintaining administrators
4	Maintaining companies
5	Maintaining departments
6	Maintaining terminals
7	Maintaining terminal profiles
8	Maintaining terminal text
9	Maintaining alarm schemes
10	Maintaining lockers
11	Maintaining users
12	Maintaining users access lockers
13	Updating events description
14	Viewing Log
15	Viewing status of lockers
16	Viewing/Exporting Reports
17	Setting schedule for importing automatically
18	Viewing/Editing schedule for importing automatically
19	Creating manual import

Following, we will give you a small description of every feature and guide you where you can go to the features and how to tackle them in a benefit way.

5.1. FEATURE 1 - APPROVING HIGH PRIORITY LOGs

Whenever you are on the web server, if you get the message alert: **New Event(s) – Back to home for approving!** on the top center of the webpage, which means there is (are) new high priority log(s) that will be shown at the center of the homepage as the figure 5.1.1 following:

Figure 5.1.1: Log events are shown at the homepage

The meaning of one row log:

At 09:51:48, 19 July 2007, there is a high priority log which is needed to get approval at locker number 3 at 'LMSTouchScreen' terminal with the detail log: 'Lost coil detection, it was there before'.

After clicking on the 'OK' button of every row log, it will be hidden and where is it going to? You can have this answer with feature 14.

5.2. FEATURE 2 - UPDATING CONFIGURATION

This is an old story that we already mentioned at the login webpage, you can update your configuration by a click on submenu like figure 5.2.1 below:

Figure 5.2.1: Configuration page interface

Here, you could update your configuration such as End-Date, Max.Terminals, Max.Doors, Max.Users, Import-Export Server, License payment and License Nr. After you click on the 'Update' button, the system will only work to update your configuration if your license number is correct. These are descriptions:

- Company name: the licensed company name
- Contract Nr: the contract number of Smart Access with Vecos
- End date: the expiry date of application
- Max. Companies: Maximum number of companies allowed in your system.
- Max. Terminals: Maximum number of terminals allowed in your system.
- Max. Users: Maximum number of administrators in your system.
- Max. Doors: Maximum number of doors allowed in your system.
- Import-Export Server: Whether your license allows you to import/export data to the server.
- License Payment: Whether payment is made or not
- License Nr: Your license number of Smart Access with Vecos.

Up to date, if you cannot add more companies, terminals, web-users and doors (lockers) that mean your license is limited with a specific amount therefore you could contact Vecos to extend your current amount with a new license number.

5.3. FEATURE 3 - MAINTAINING ADMINISTRATORS

As we already described at 2.2. User Access Levels, there are different types of web users in which they have limited rights. At this paragraph, we will give you more details about that. Firstly, wherever you are on the Smart Access web, you can go to Administration page by following the figure 5.3.1:

Figure 5.3.1: How you go to 'Admins' page

After click on 'Admins' sub-menu, 'Admins' web page will be shown like figure 5.3.2:

Figure 5.3.2: 'Admins' page interface

The top administrator will be selected automatically at the List box and all information which is related to this administrator will be shown such as:

- Full name: full name of the admin user
- User name: login name of the admin user
- Password: login password of the admin user
- Language: for web pages. At the moment this document is made, there are two languages which are supported for the site in English & Dutch. Your web pages language will be changed up to this selection. For example, if you select Dutch language, the text of all labels, menu and buttons will be changed into Dutch like figure 5.3.3:

Figure 5.3.3: How you go to 'Admins' page

- Admin rights: there are 5 levels:
  - ✓ Super Admin level: after installing successfully, the default admin with username: admin & password: admin is a super admin level who has the highest permission with all rights in the system to do whatever he/she wants on the Smart Access web.
  - ✓ Department level: who has the lower level than Super Admin level that he/she cannot maintain companies, administrators, configuration, events and importing for the system.

- ✓ Terminal level: who has the lower level than administrators at department level that he/she cannot maintain departments for the system.
- ✓ User level: who has the lower level than administrators at terminal level that he/she cannot maintain terminals of the system.
- ✓ Visit level: who has the lowest level that he/she can only visit the Smart Access web pages.
- Companies: will declare in which companies you have the rights to access.
- Departments: will declare in which departments of companies above you have the right to access.

There are 4 buttons in which only Super Admin Level that has the right to work with:

- Add New: to add new admin.
- Cancel: to cancel your 'Add New' button action and return to display admin information.
- Save: to save your edition or add new administrator information.
- Delete: to remove selected administrator at the List box.

5.4.   FEATURE 4 – MAINTAINING COMPANIES

In this section, there is only super admin level that can add new company or update and delete company for the system. And this is the way you go to there:
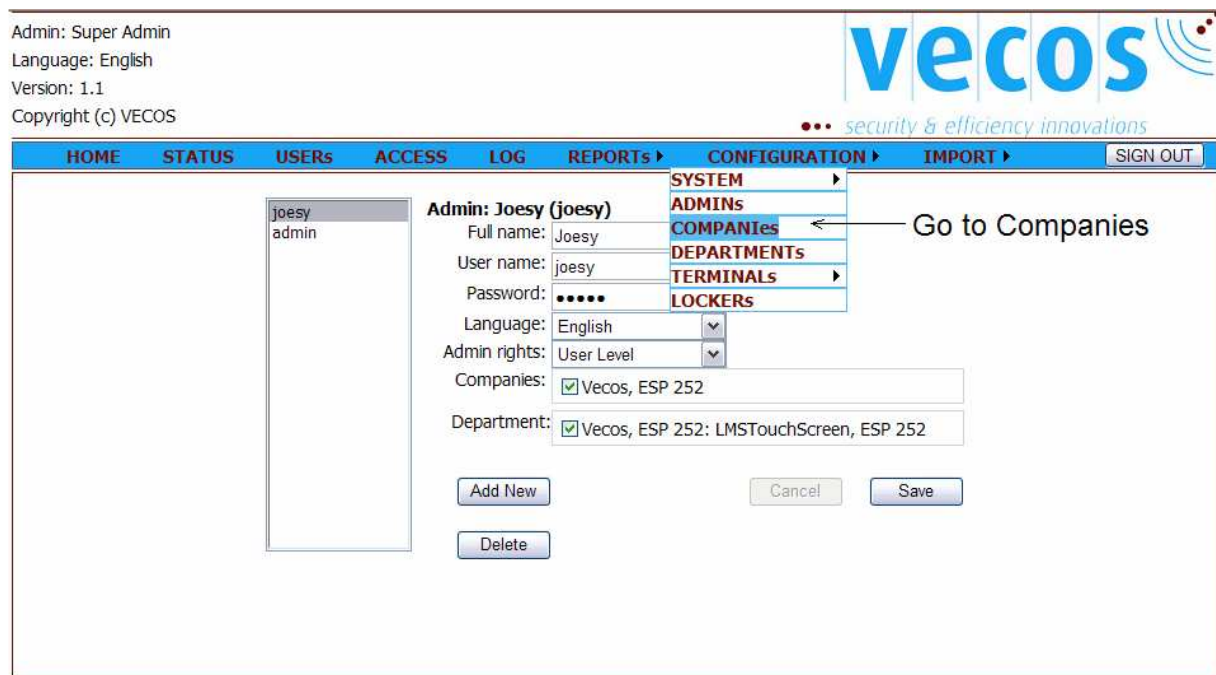

Figure 5.4.1: How you go to 'Companies' page

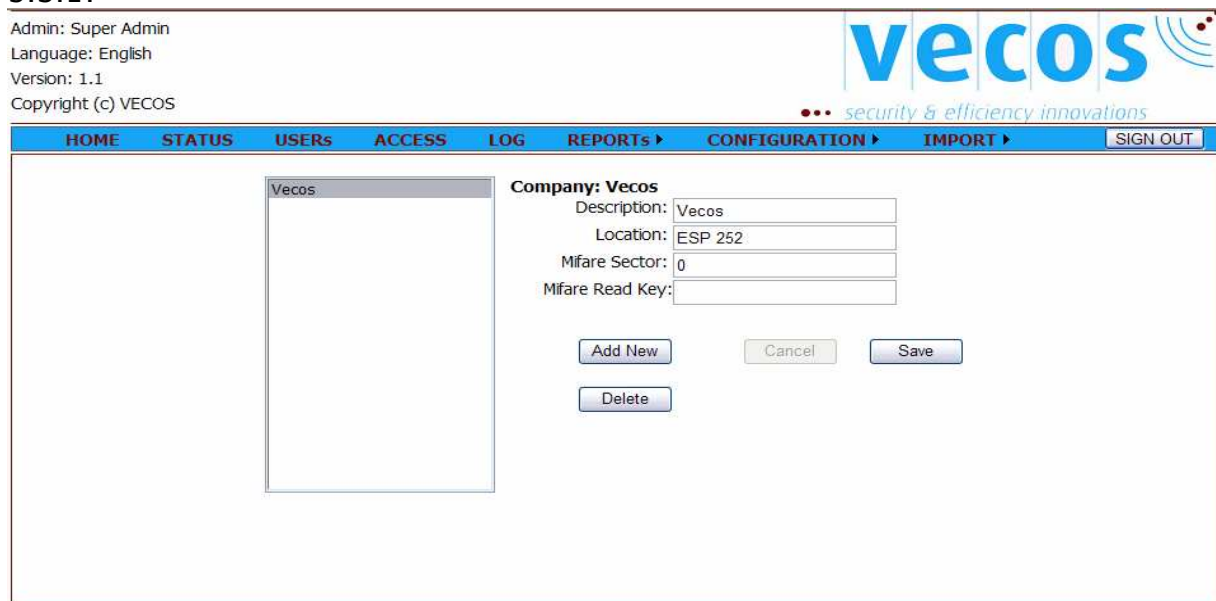Click on the 'Companies' at the sub-menu, you will see 'Companies' page like figure 5.3.1:

Figure 5.4.2: 'Companies' page interface

For instance, at the moment, the system only has one company which is 'Vecos' and information about 'Vecos' will be shown:

- Description: company name or company description
- Location: location of this company
- Mifare Sector: Sector number if Mifare card is used: 0=Use serial number, else the sector
- Mifare Read Key: If sector is used, this contains the readkey.

As we mentioned above, there is only Super Admin Level who has the right to work with 4 buttons:

- Add New: to add new company.
- Cancel: to cancel your 'Add New' button action and return to display company information.
- Save: to save your edition or add new company information.
- Delete: to remove selected company at the List box.

5.5. FEATURE 5 - MAINTAINING DEPARTMENTS

To go to maintain departments of companies in the system, you can follow the figure 5.3.1 below:
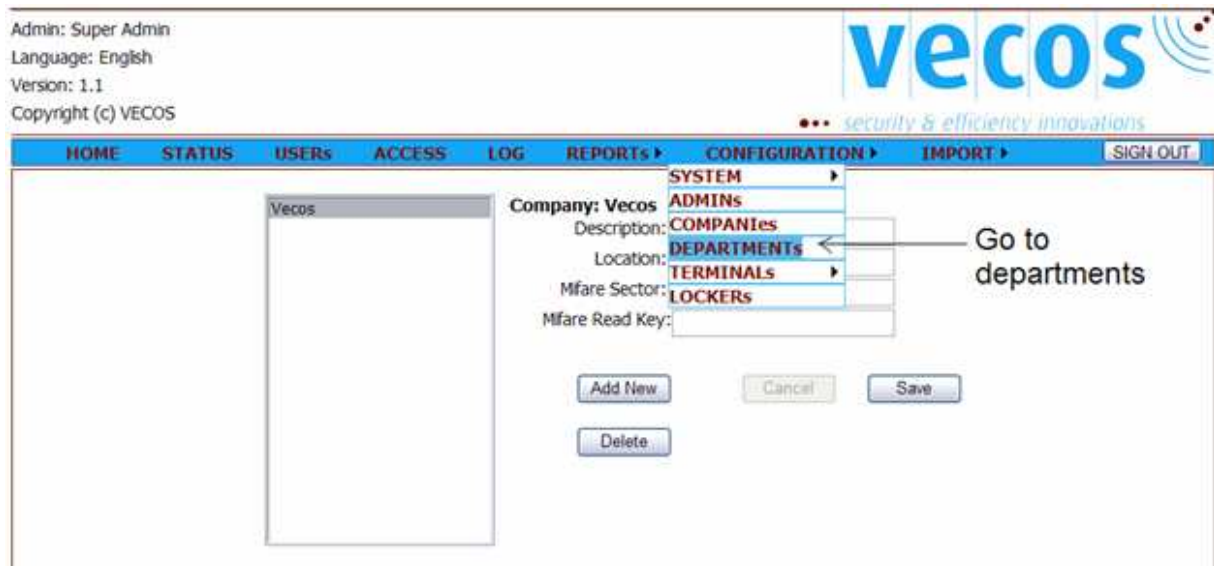

Figure 5.5.1: How you go to 'Department' page

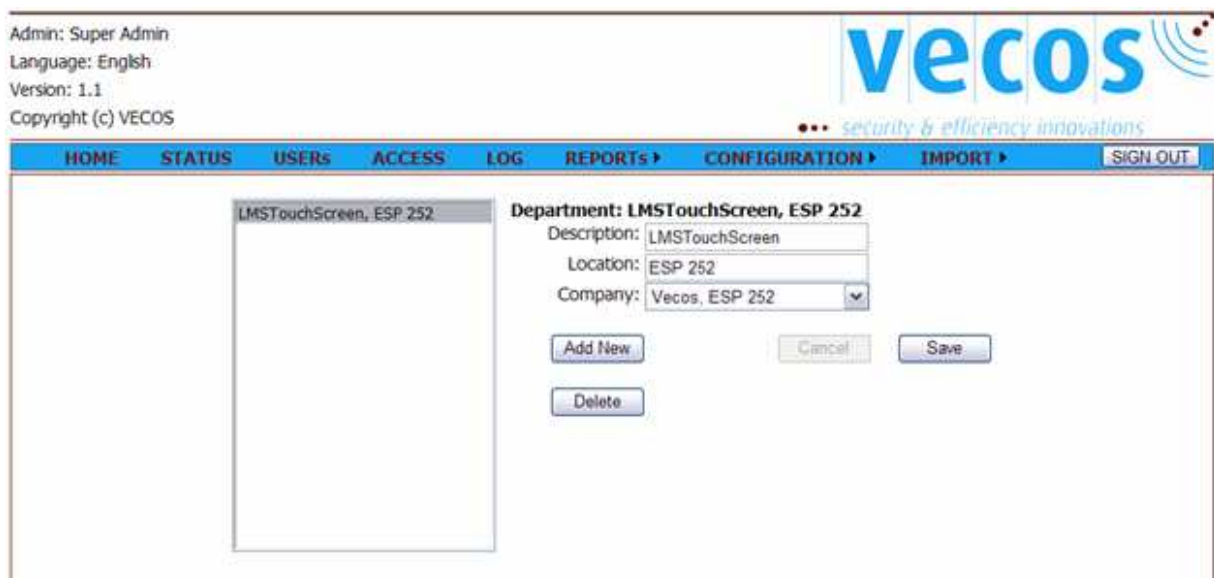Then department's web page will be appeared:

Figure 5.5.2: 'Department' page interface

For instance, Vecos has department 'LMSTouchscreen, ESP 252' which will be displayed:

- Description: description of this department
- Location: location of this department
- Company: in which company, this department is in

To be able to view 4 buttons and work on them, you must be a super admin level or department admin level:

- Add New: to add new department
- Cancel: to cancel your 'Add New' button action and return to display department information
- Save: to save your edition or add new department information.
- Delete: to remove selected department at the List box.

5.6.   FEATURE 6 – MAINTAINING TERMINALS

As far as you have followed how to maintain administrators, companies and departments, the layout was design almost the same in such as an easy way; but this part is going to be more complex. Following the figure 5.6.1 below, you will be lead to terminal page:
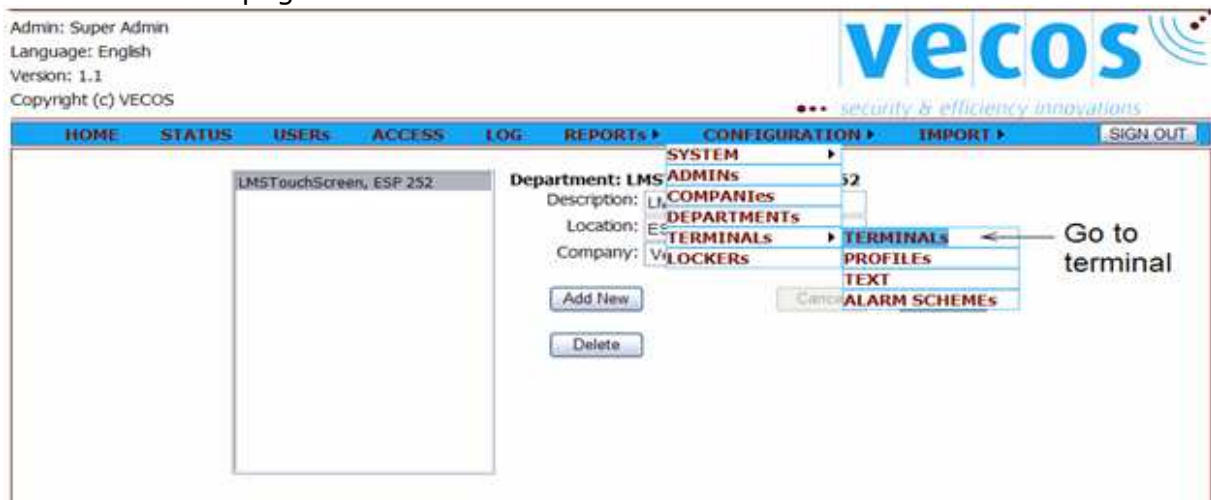

Figure 5.6.1: How you go to 'Terminals' page
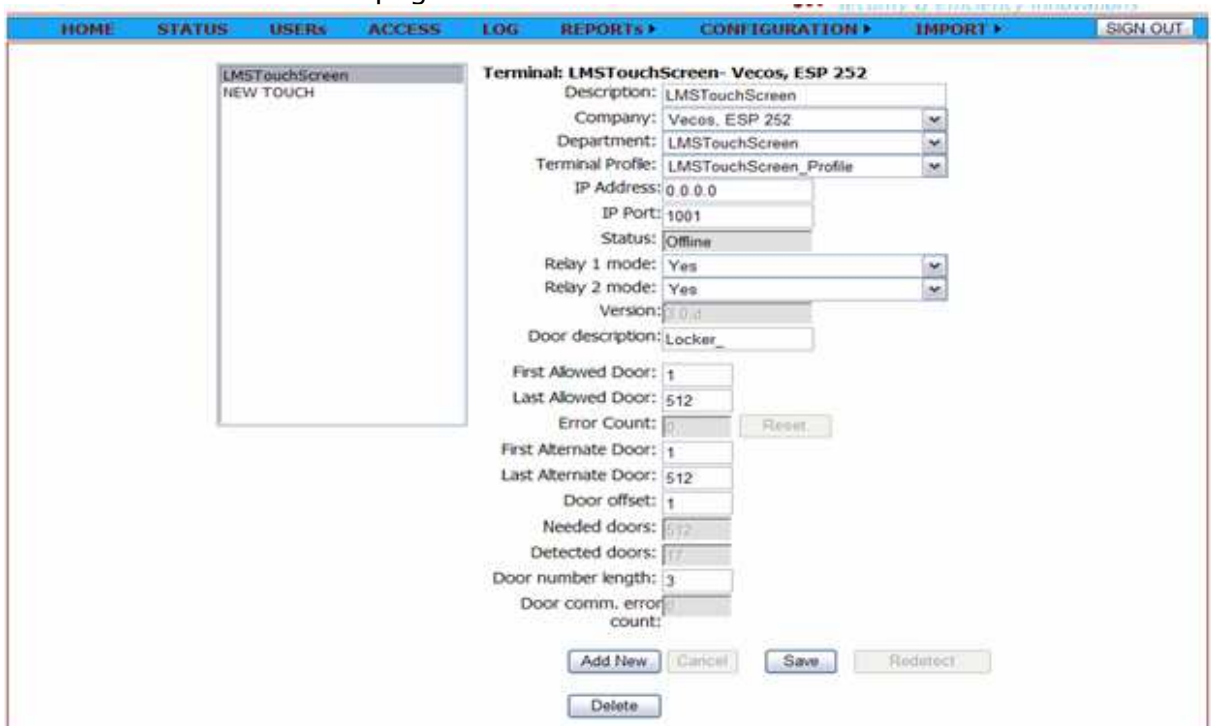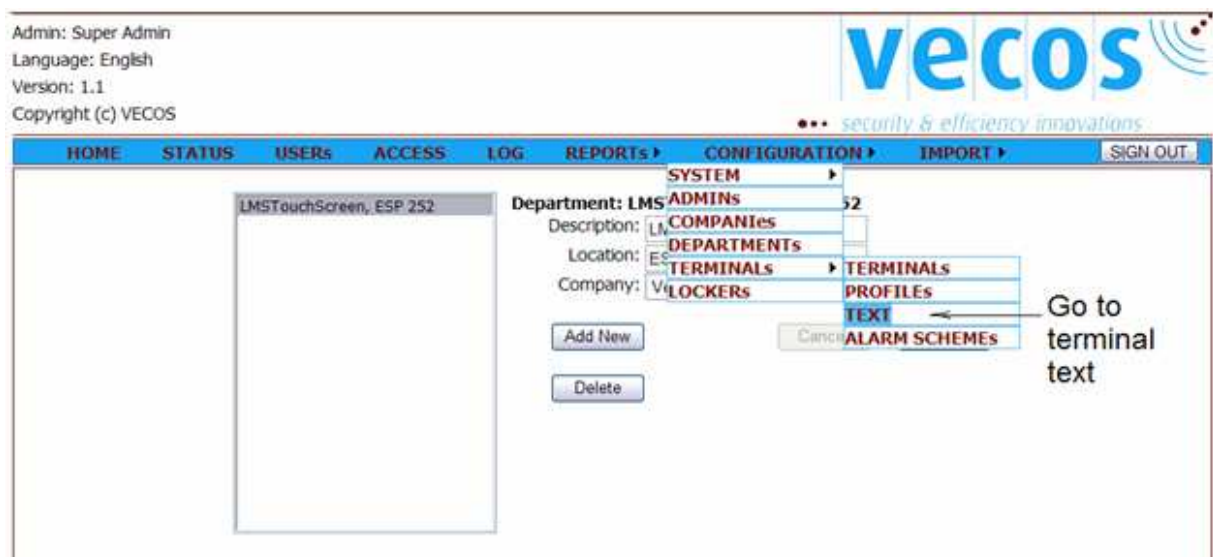
Then the 'Terminals' web page will be shown:

Figure 5.6.2: 'Terminals' page interface

For instance, these are information about 'LMSTouchscreen' terminal, it is quite a lot but you should not be dizzy about it. We are going to give you all descriptions and most of them are filled automatically as default values by the system:

- Description: the description of this terminal
- Company: which company, this terminal is belong to
- Department: which department, this terminal is belong to
- Terminal Profile: which profile this terminal uses
- IP Address: IP number of this terminal
- IP Port: Port number of this terminal
- Status: whether it is online or offline
- Allow Relay 1 mode:
  - ✓ Yes: At the administration area, button 'Open Block 1' will appear.
  - ✓ No: At the administration area, button 'Open Block 1' will not appear.
- Allow Relay 2 mode:
  - ✓ Yes: At the administration area, button 'Open Block 2' will appear.
  - ✓ No: At the administration area, button 'Open Block 2' will not appear.
  - ✓ AlarmScheme Controlled: Alarm will be delayed for unexpected lockers' opening until master bagde is scanned.
- Version: version of this firmware terminal
- Door Description: prefix the door description, for example: Locker A.
- First Allowed Door: First allowed door number
- Last Allowed Door: Last allowed door number
- Error count: count number communication errors
- First alternate Door: first allowed alternate door number (large/small lockers selection is then used)
- Last alternate Door: last allowed alternate door number
- Door offset: is used for display door number description
- Needed doors: the number of doors that need to be there
- Detected doors: the number of doors that are currently detected
- Door number length: length of the door number (1→5) is used for making door description
- Door Comm. Error count: number of communication errors between the electronics on the lockers

Super Admin level, department admin level and terminal admin level are able to view and work with 6 buttons:

- Add New: to add new terminal ➔ if you add new terminal successfully, there are default 512 lockers will be attached to this terminal.
- Cancel: to cancel your 'Add New' button action and return to display terminal information.
- Save: to save your edition or add new terminal information.
- Delete: to remove selected terminal at the List box.
- Reset: to set error count of terminal communication
- Redetect: if status of terminal is online, pressing this button will take effect to recheck connected doors to terminal.

5.7.   FEATURE 7 – MAINTAINING TERMINAL TEXT

Although this part seems easy for users, you have to be very careful to enter the text which is used to display on the terminal. Firstly, we can go to 'Terminals' page by following figure 5.7.1:

Figure 5.7.1: How you go to 'Terminal Text' page
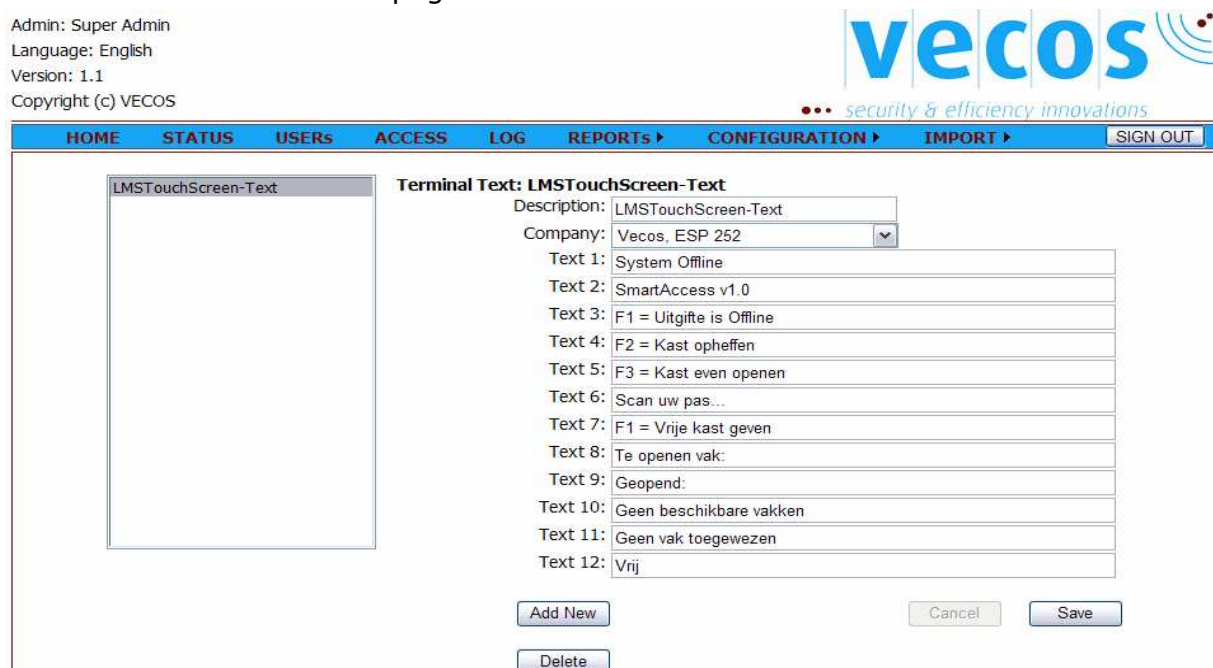
And the terminal text web page will be shown:

Figure 5.7.2: 'Terminal Text' page interface

These are descriptions:

- Description: description of this text block
- Company: in which company, this text is belong to
- Text 1: Message if the terminal is offline, and offline access is not allowed
- Text 2: Message on 1st line on the display (version line)
- Text 3: Message in offline mode for requesting a door (F1)
- Text 4: Message to display for an open door request (F2)
- Text 5: Message to display for a door open in-between request (F3)
- Text 6: Message to display for a request of a badge or pincode
- Text 7: Message if online mode for requesting a free door (F1)
- Text 8: Message to display for a request of a door number:
- Text 9: Message to display if a door is opened:
- Text 10: Message to display if the terminal has no more free lockers
- Text 11: Message to display if the user has no locker allocated here
- Text 12: Extra text

Super Admin level, department admin level and terminal admin level are able to view and work with 4 buttons:

- Add New: to add new terminal text block.
- Cancel: to cancel your 'Add New' button action and return to display terminal text information.
- Save: to save your edition or add new terminal text information.
- Delete: to remove selected terminal text at the List box.

5.8. FEATURE 8 – MAINTAING TERMINAL PROFILES

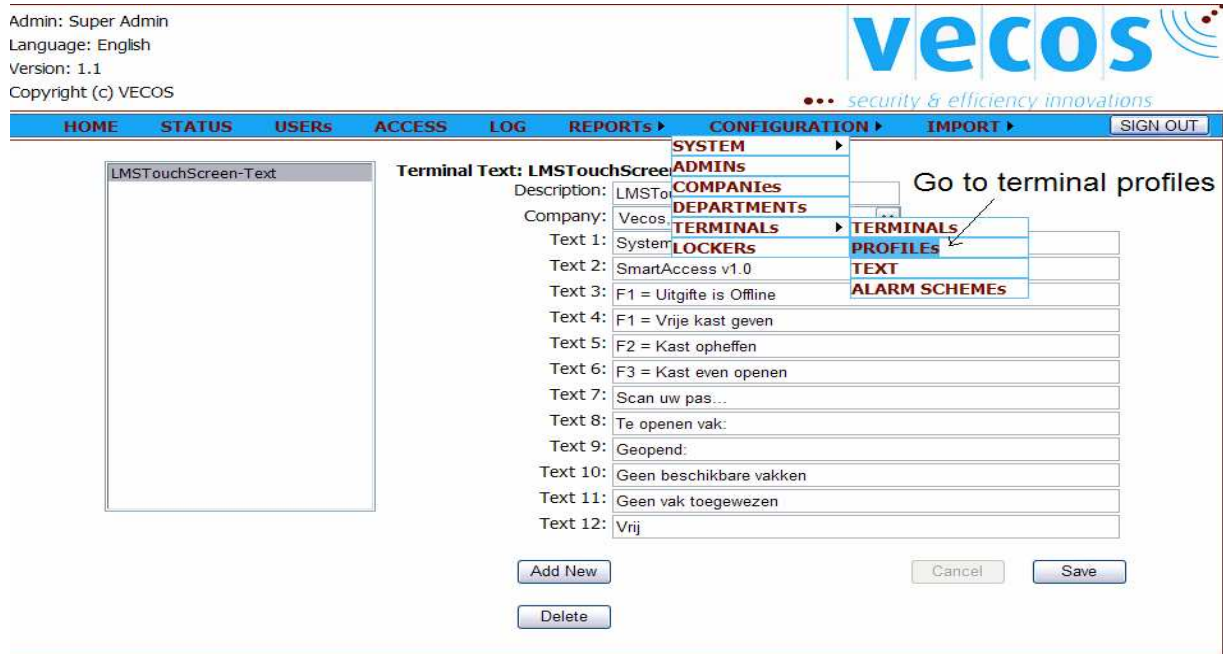This part, you are going to configure your terminal by setting parameters. Here is the way you go to Terminal Profile:

Figure 5.8.1: How you go to 'Terminal Profiles' page
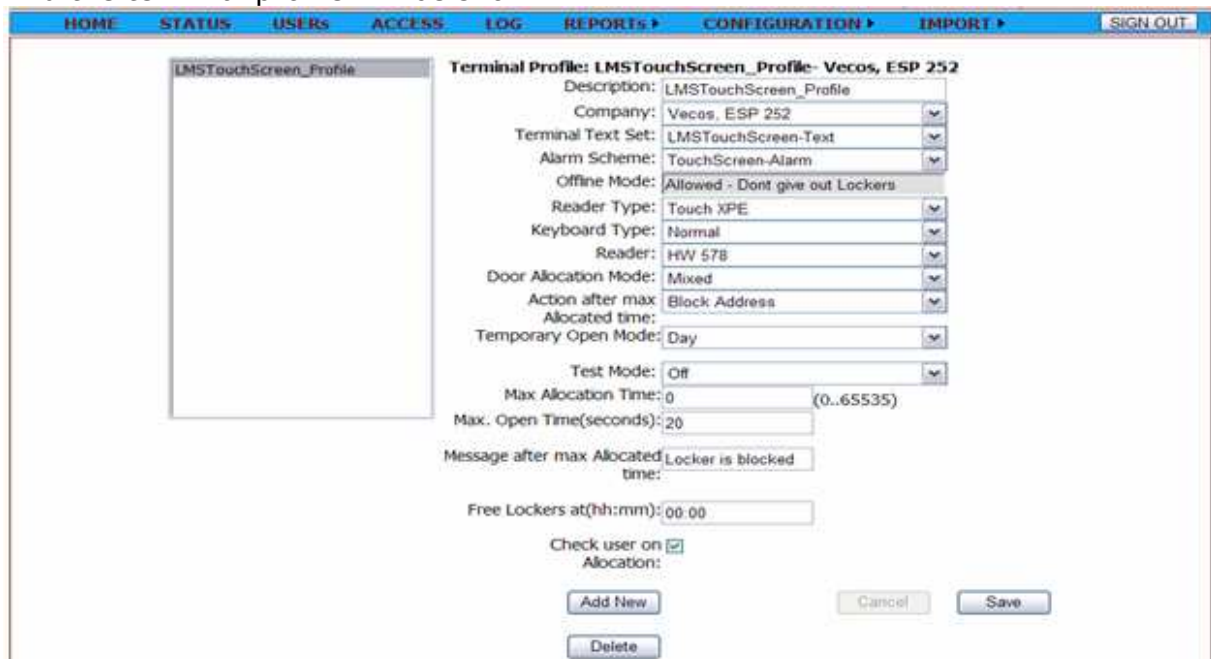
And the terminal profile will be shown:

Figure 5.8.2: 'Terminal Profiles' page interface

There is a lot of information about one terminal profile that you need to set:

- Description: Description of this terminal profile
- Company: In which company, this terminal profile is belong to
- Terminal Text Set: which terminal text, this terminal uses
- Alarm Scheme: which alarm scheme, this terminal uses
- Offline mode: there are 3 modes:
    - ✓ Not allowed to give out free lockers
    - ✓ Full standalone mode
    - ✓ Allowed to open lockers but don't give out new lockers
- Reader type: which reader your terminal uses
- Keyboard type: which keyboard your terminal uses either normal or metallic
- Reader: there are four types of reader:
    - ✓ Pincode
    - ✓ Direct 9600
    - ✓ HW-758
    - ✓ iCode 1&2
- Door Allocation Mode: there are four types of allocation mode:
    - ✓ Dynamic: if it is free, it can be given to the users
    - ✓ Fixed: fixed lockers are assigned to the users
    - ✓ Mixed: lockers are either dynamic or fixed
    - ✓ Mailbox: several users can be assigned to one locker
- Action after max allocated time: it is either free locker or block locker
- Temporary open mode: there are 4 types
    - ✓ No: only allowed to open static lockers
    - ✓ Yes: if allocation mode is dynamic mode, users are allowed to get free lockers; otherwise, it is not allowed to get free lockers.
    - ✓ Day: if allocation mode is dynamic mode and 'free lockers' differs with '00:00', dynamic lockers will be automatically free.
    - ✓ Once: If allocation mode is dynamic mode, dynamic locker will be given and then after opening, it will be free again.
- Test mode: there are 3 types:
    - ✓ Off
    - ✓ Stress test
    - ✓ Show badge number and amount
- Max Allocation time: it is used to combine with 'Action after max allocated time' to free locker or block locker. If it is set to 0, there will be nothing to do with 'Action after max allocated time'
- Max. Open Time: in seconds to declare how long a locker is allowed to be open.
- Message after max allocated time: text to display if a locker is blocked after the Max Allocation Time has passed.
- Free Locker At: with format: HH:MM, if not 00:00, dynamic lockers of the system will be freed automatically at this set time.
- Check user on allocation: this is used for checking whether a badge number is in the system or not.

With super admin level, department admin level and terminal admin level, they can view and work on 4 buttons:

- Add New: to add new terminal profile.
- Cancel: to cancel your 'Add New' button action and return to display terminal profile information.
- Save: to save your edition or add new terminal profile information.
- Delete: to remove selected terminal profile at the List box.

5.9. FEATURE 9 – MAINTAINING ALARM SCHEMES

Alarm Schemes feature is used to set types of alarm for your terminals. By following the figure 5.9.1, you will be able to go to 'Alarm Schemes' webpage:

Figure 5.9.1: How you go to Alarm Schemes webpage

After clicking on the 'Alarm schemes' sub-menu, the webpage will be shown like the figure 5.9.2:

Figure 5.9.2: The interface of 'Alarm Scheme' webpage

On the left side, the list box shows alarm schemes which were created before. Following, there are descriptions about the text boxes:

- Description: description of this Alarm Scheme
- Company: in which company, this Alarm Scheme is used for.
- Alarm On:
  - ✓ Log: Alarm will be added in the log records.
  - ✓ Relay: Relay an alarm
- Alarm Duration:
  - ✓ Repeat Until master scan: Relay the alarm until master scan badge at the terminal then alarm will be stopped.
  - ✓ During Alarm Event: Relay the alarm until the alarm state is gone.
  - ✓ Time in seconds: Alarm will be activated during 2…255

There is only Super Admin level that is able to view and work with 4 buttons:

- Add New: to add new alarm scheme.
- Cancel: to cancel your 'Add New' button action and return to display alarm scheme information.
- Save: to save your edition or add new alarm scheme.
- Delete: to remove selected alarm scheme at the List box.

5.10. FEATURE 10 – MAINTAINING LOCKERS

This part is quite interesting because you are able to view lockers which belong to terminals in your system. Firstly, let follow the figure 5.10.1 to go to Lockers webpage:
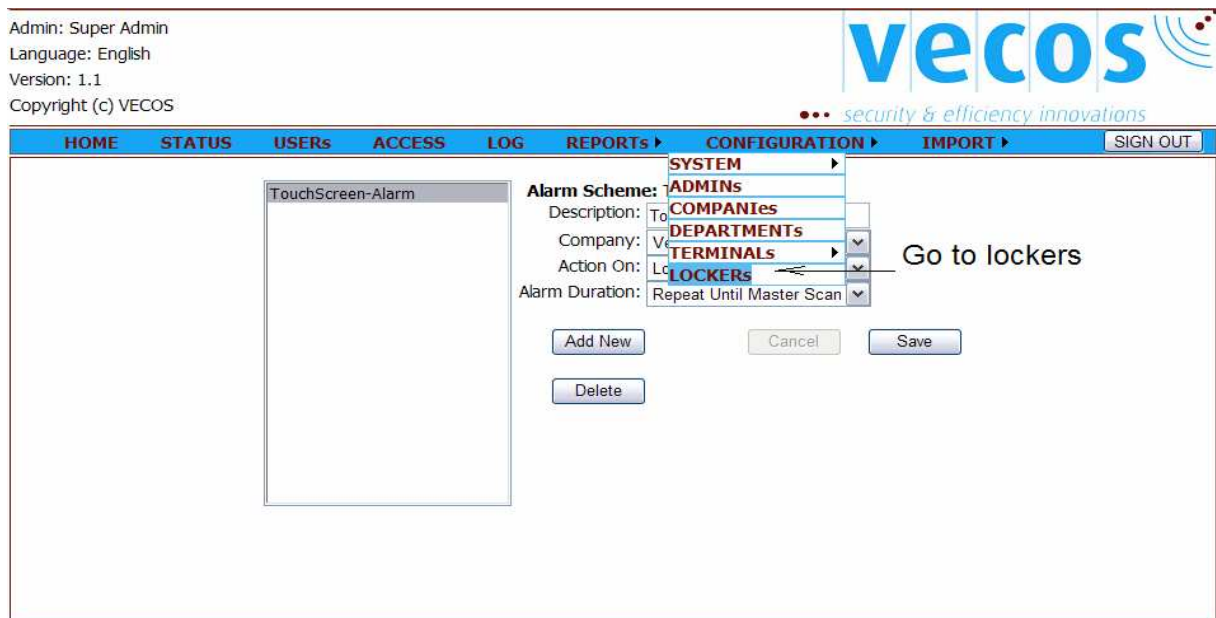
Figure 5.10.1: How you go to Lockers webpage

And then Lockers webpage will be shown like in the figure 5.10.2:
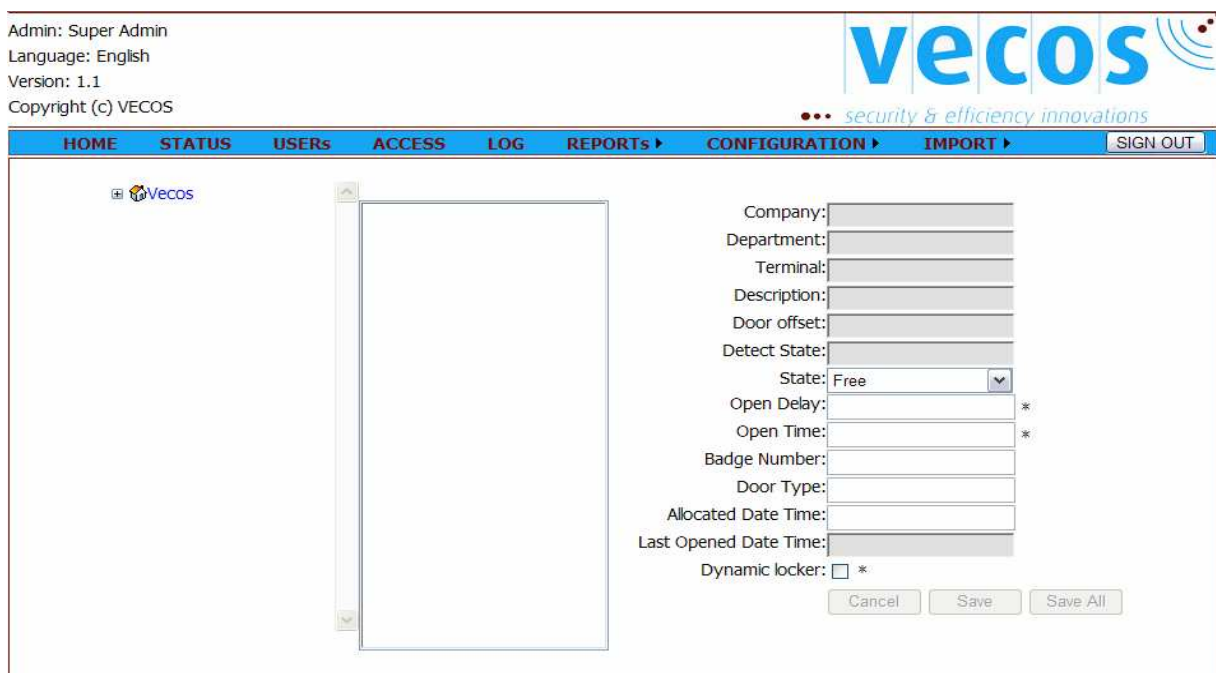
Figure 5.10.2: Lockers webpage

For the first view, you do not see anything, but if you select 'companies' on the tree view at the top, you will see something like this:
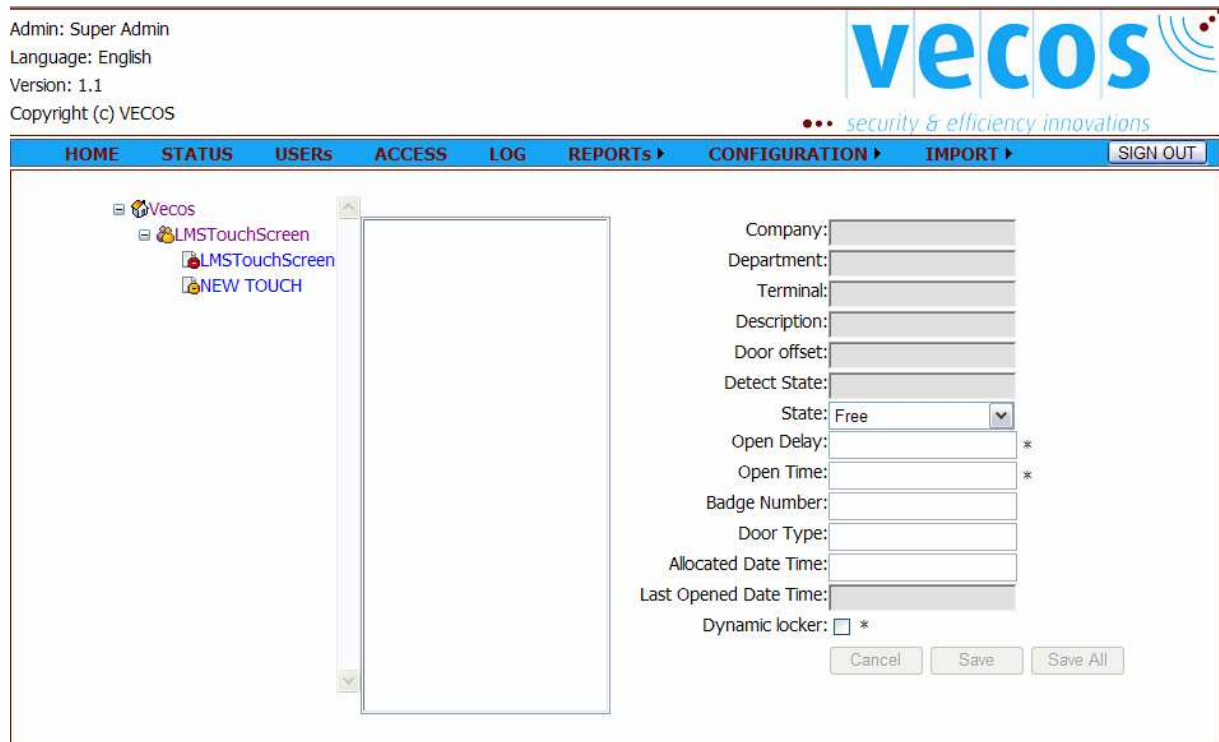
Figure 5.10.3: Lockers webpage – show the treeview

For example, in company Vecos, there is department 'LMSTouchscreen' which contains two terminals: 'LMSTouchscreen' & 'NewTouch' with different icons:

- : Terminals with red cycle means off line.
- : Terminals with yellow cycle means on line.

If we click on a node of terminals, for example, we click on 'NEW TOUCH' terminal, all lockers which belong to this terminal, will be shown as figure 5.10.4:
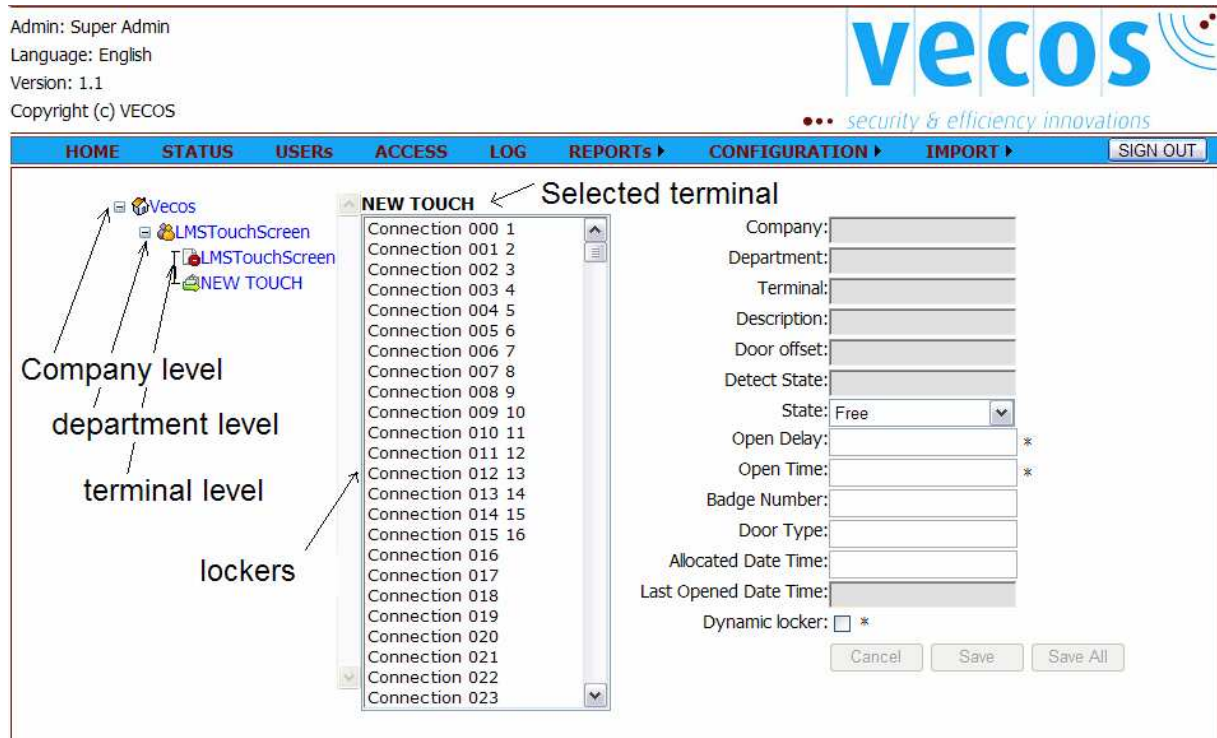
Figure 5.10.4: Lockers webpage – show lockers with a selected terminal

Now, you can see the selected terminal "NEW TOUCH", the icon is changed to 🏠. And at the list box, there are 512 lockers (512 is default amount of lockers when "NEW TOUCH" terminal is added.) which will be displayed. Furthermore, the 512 lockers have default description: Connection_0 → Connection_511. But in this case for example, you can see the first 16 lockers have description: Connection_000 1→ Connection_015 16 because this "NEW TOUCH" terminal set 'Door number length=3' that means the length of the number after Connection_ must be fixed to 3, the rest will be added with number of zeros before; if it is set to 5, the description will be changed from Connection_00001 → Connection_00511. The numbers from 1→16 means these lockers have been detected and found at the "NEW TOUCH" terminal; it is started from 1 because this "NEW TOUCH" terminal set "Door Offset=1"; if it is 100, these numbers will be changed from 101 → 116. For a better feeling about this, you can go back to take a look at the feature 6 – Maintaining terminals.

Here by, we will show you the reason Connection_015 has the number 16 behind but the Connection_016 does not have. Let's see the figure 5.10.5 below:

Figure 5.10.5: Lockers webpage – comparison between Connection 15 & 16

The figure 5.10.5 contains two screenshots which was captured by selecting Connection_015 and Connection_016. Let's focus on the arrows which are used to compare different values between them. Because the detect state of the connection_015 is closed (means locker was found and state of the locker is closed at this moment) and connection_016 is never found, so connection_015 has an extra number 16 which is equal the locker off set of Connection_015 plus the door off set of "NEW TOUCH" terminal and the description 'Locker_016' will be filled in automatically. In addition, there are descriptions for the rest values of the text boxes:

- Company: In which company, a selected locker is belong to.
- Department: In which department, a selected locker is belong to.
- Terminal: In which terminal, a selected locker is belong to.
- Description: if a locker is detected and found, this description will be filled automatically by the terminal.
- Door offset: The offset in the terminal from 0→511.
- Detect state:
  - ✓ Closed: locker was detected and found but it is closed.
  - ✓ Open: locker at open state.
  - ✓ Never found: locker has been detected but it has not been found.
  - ✓ Not Detected: locker has never been detected.
- State:
  - ✓ Free: locker is free to allocate for a user
  - ✓ Allocated: locker is already allocated for a user
  - ✓ Blocked: locker is blocked.

- Open Delay: how many seconds delay before opening the door
- Open Time: how many seconds the door can be opened
- Badge number: if a locker is set to dynamic and it is allocated to a user, this badge is the badge number of the user.
- Door Type: 1=1 vaks, 2 = 2 vaks, … (information only)
- Allocated date time: Date time the locker was the first time allocated.
- Last opened date time: Date time the locker was lasted opened.
- Dynamic locker:
    - ✓ Checked: locker is dynamic; if locker is free, it could be allocated to a user.
    - ✓ Not checked: locker is static; it is used to assign for a static user

With super admin level, department admin level and terminal admin level, they can view and work on 3 buttons:

- Cancel: to cancel your changes and return to previous values of a selected locker.
- Save: to save your changes.
- Save all: if you change at either one or three fields with (*), your 512 lockers will also be updated the same value(s).

5.11. FEATURE 11 – MAINTAINING USERS

This paragraph helps you to manage all the users who use lockers of the Smart Access system of whether your company or school. You can follow the figure 5.10.5 to go to Users web page.
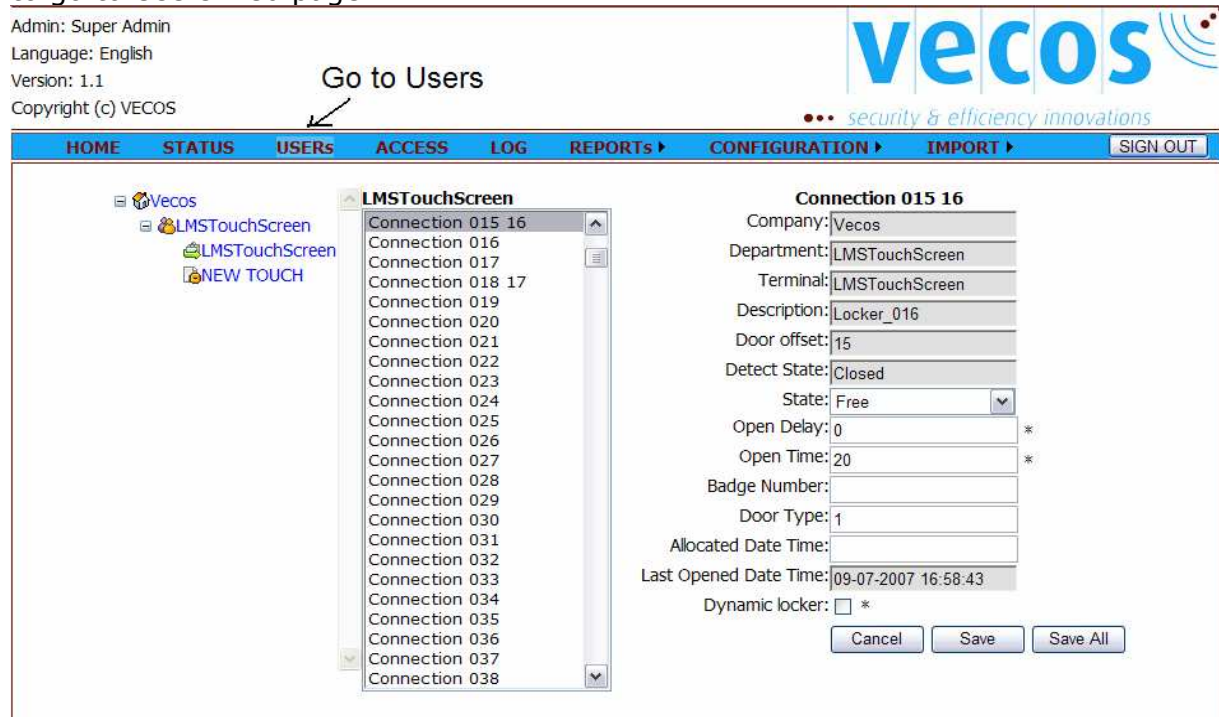
Figure 5.11.1: How you go to Users web page

With an easy click on 'USERS' at the menu, 'Users' web page will be shown:
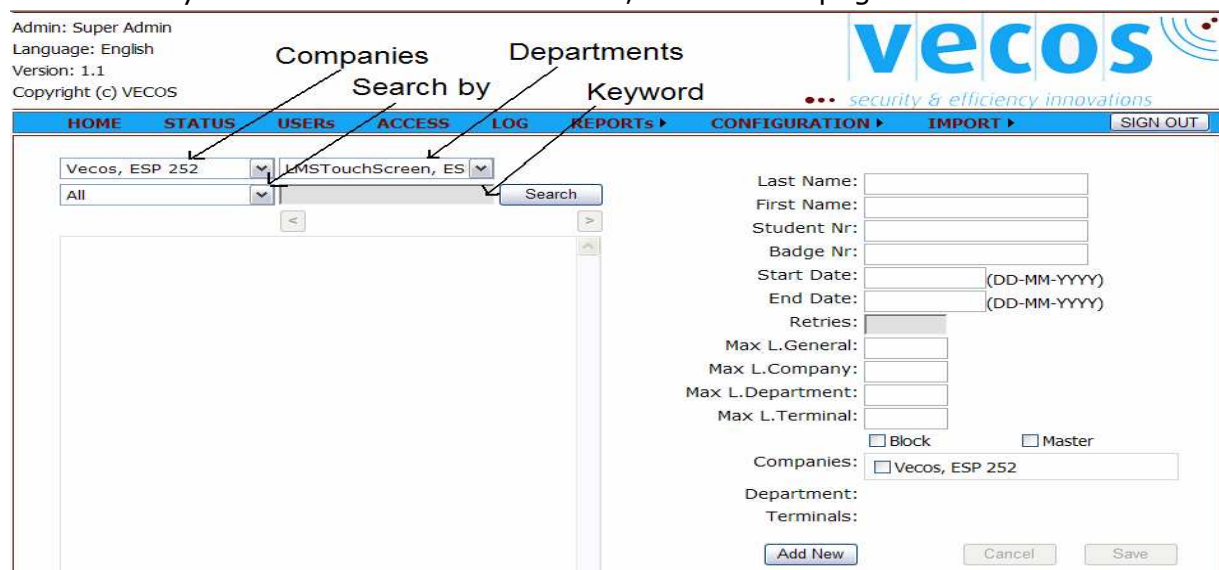
Figure 5.11.2: Users web page interface

In the figure 5.11.2, there are 4 arrows which show you:

- Companies: companies which was added at feature 4 – Maintaining companies, these company names and locations will be combined together to add in the list box.
- Departments: By changing selected company, in which all departments belong to, will be updated.
- Type of search terms: you can choose either:
  - ✓ All: By selecting this, the keyword textbox will be unable to fill in because after pressing 'Search' button, all users in the system will be shown.
  - ✓ First name: First name of user
  - ✓ Last name: Last name of user
  - ✓ Student number: student number or employee number
  - ✓ Badge number: badge number of student or employee
- Keyword: if you do not select option 'All' in the 'Type of search terms' above, you will be able to fill in a keyword which is related to search on Firstname, Lastname, studentname or Badgenumber. A tip with this keyword is that you can use '*' as a replacement of 'everything' or 'all'. For example:
  - ✓ If you select 'Firstname' at 'Search term' and '*' at 'keyword', the result will be all users with whatever 'Firstname' is.
  - ✓ If you select 'Firstname' at 'Search term' and 'Va*' at 'keyword', the result will be users who has 'Firstname' starting with 'Va'.

For example, we select 'Vecos, ESP 252' company, 'LMSTouchScreen, ESP' department, 'Firstname' at 'Search term' and '*' at 'Keyword' then click on 'Search' button:

Figure 5.11.3: Users web page – Displaying users with search

You can see in the figure 5.11.3, there are user records; for example, if we want to view the details of user with last name 'Admin', we can click on button 'View' of the first row and all information of 'admin' user will be shown:

Figure 5.11.4: Users web page – Show user information details

And here, there are descriptions for all the fields:

- Last name: The last name of user
- First name: The first name of user
- Student Nr: This is whether student number of employee number
- Badge Nr: Badge number of user
- Start Date & End Date: in format DD-MM-YYYY to declare the valid date of user on the system.
- Retries: Count wrong requests. If it is three, the badge of user will be blocked.
- Max L.General: Maximum amount of lockers, user can have in the whole system where the user has the right to.
- Max L.Company: Maximum amount of lockers, user can have in one Company.

- Max L.Department: Maximum amount of lockers, user can have in one department.
- Max L.Terminal: Maximum amount of lockers, user can have in one terminal.
- Block: if this is checked, the badge number of user will be blocked; otherwise, it is not.
- Master: if this is checked, user will become master of selected companies; otherwise, user is only normal user.
- Companies: In which companies, user is belong to.
- Department: Departments belong to companies which was checked, will be appeared. Users will belong to checked departments.
- Terminals: Terminals belong to departments which was checked, will be appeared. User will belong to checked terminals.

With super admin level, department admin level, terminal admin level and user admin level, they can view and work on 4 buttons following:

- Add New: to add new user information.
- Cancel: to cancel your 'add new' action.
- Save: to save your changes or add new user information.
- Delete: to delete a selected user.

5.12. FEATUE 12 - MAINTAINING USERS ACCESS LOCKERS

We mentioned about lockers which allocated for users but we have not mentioned about how could you do that? In this part, you will be guided to perform on that. Firstly, you can follow the figure 5.12.1 to go to 'Users Access Lockers' webpage:
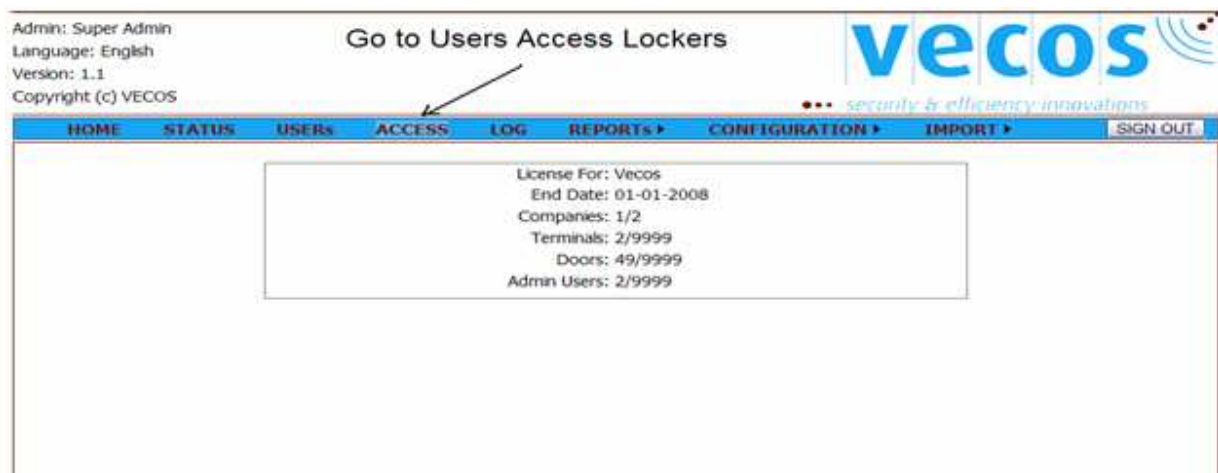
Figure 5.12.1: How you go to 'Users Access Lockers' webpage

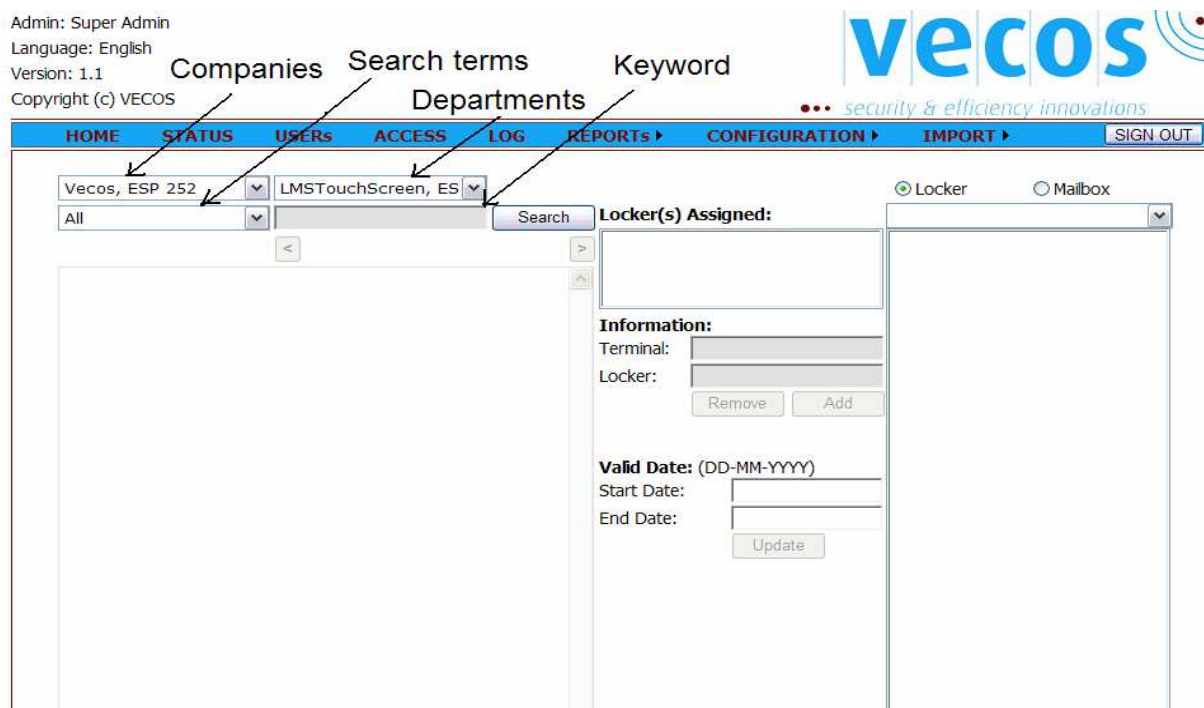By clicking on 'ACCESS' at the menu like described on figure 5.12.1, 'Users Access Lockers' will be shown:

Figure 5.12.2: 'Users Access Lockers' web page interface

For the first look, you could recognize the left part which looks similar with the interface of 'Users' at the feature 11 – Maintaining Users. We can describe the figure 5.12.2 again to remind you about 4 arrows which show you:

- Companies: companies which was added at feature 4 – Maintaining companies, these company names and locations will be combined together to add in the list box.
- Departments: By changing selected company, in which all departments belong to, will be updated.
- Type of search terms: you can choose either:
  - ✓ All: By selecting this, the keyword textbox will be unable to fill in because after pressing 'Search' button, all users in the system will be shown.
  - ✓ First name: First name of user
  - ✓ Last name: Last name of user
  - ✓ Student number: student number or employee number
  - ✓ Badge number: badge number of student or employee
- Keyword: if you do not select option 'All' in the 'Type of search terms' above, you will be able to fill in a keyword which is related to search on Firstname, Lastname, studentname or Badgenumber.

For example, we select 'Vecos, ESP 252' company, 'LMSTouchScreen, ESP' department, 'Last Name' at 'Search term' and 'User*' at 'keyword' then click on 'Search' button:

Figure 5.12.3: Users Access Lockers web page – Displaying users with Search

You can see that there are two users with 'Last name' which are User1 and User2 because we use the keyword 'User*' in which * (star) can be replace with every words after 'User'.

For example, if we want view or assign lockers for the user with last name 'User1', we can click on button 'View' of the first row and all information of 'User1' user will be shown:

Figure 5.12.4: Users Access Lockers web page – Displaying user information details

For the first time looking at the figure 5.12.3, it is a little hard for you to understand all the fields, but with these clear explanations following could help you:

- Locker(s) assigned: to show all assigned lockers for user. For example, there is only Locker_009 which is assigned to User1.
- Information: Information contains two fields which are Terminal field and locker field. For example, if you select locker_001 in free static lockers list, these two fields will be filled in:

Figure 5.12.5: Users Access Locker web page – Selecting a free static locker

- Information: (continued) you can see on the figure 5.12.5, terminal is filled with 'LMSTouchScreen' which is the value of selected terminal at terminals list and locker is 'Locker_001' which is the value of selected locker at lockers list. In addition, 'Add' button becomes enable for you, if you want to assign the 'Locker_001' locker for the 'user1' user, you can press to add it:

Figure 5.12.6: Users Access Lockers web page – assigning locker

The 'Locker_001' locker is now added to the 'Locker(s) assigned' list as described on the figure 5.12.6. Then how about remove 'Locker_001' locker out of 'Locker(s) Assigned' list? You can do that by selecting on 'Locker_001' locker at the 'Locker(s) Assigned' list and the 'Remove' button become enable for you to perform it; you can try to press on this button:

Figure 5.12.7: Users Access Lockers web page – removing assigned locker

The 'Locker_001' is now removed out the 'Locker(s) Assigned' list and it is added at the bottom of 'Free static Lockers' list as described on figure 5.12.7.

- Valid Date: (format: DD-MM-YYYY) Valid date contains Start_Date and End_Date of the user; these information was set at 'Users' page at Feature 12 – Maintaining Users Access Lockers, but here, there is also another possibility for you to update Start_Date and End_Date for the user by changing values and pressing 'Update' button.

5.13. FEATURE 13 - UPDATING EVENTS DESCRIPTION

If you still remember about approving high priority logs which are occurred on the home page at the feature 1, you would think about how to set the priority of those events? We are going to know more about it in this feature. First, you can go to 'Events' page by following the figure 5.13.1:

Figure 5.13.1: – How you go to Events web page

By an easy click on 'Events' sub-menu, the 'Events' webpage will be shown:

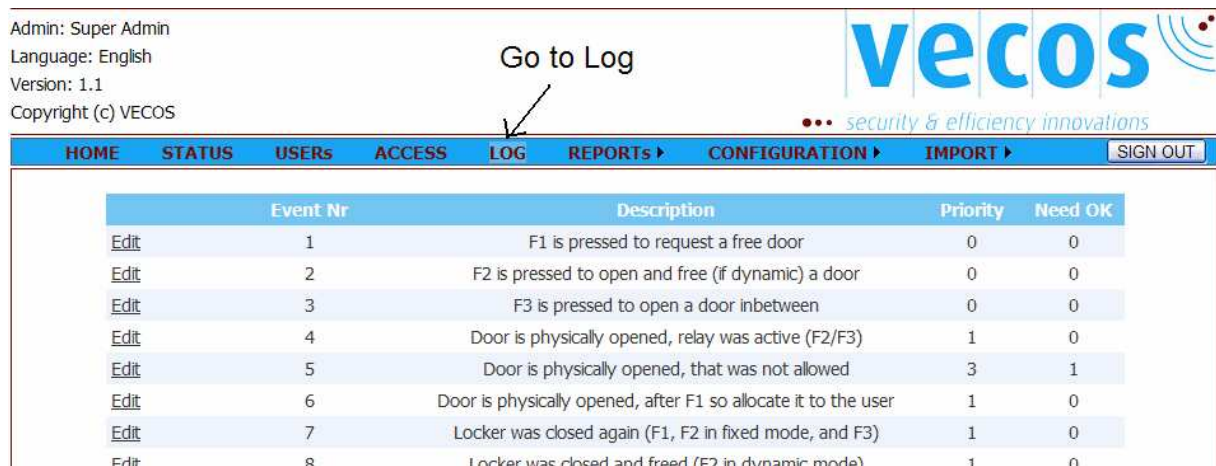|	Event Nr	Description	Priority	Need OK
Edit	1	F1 is pressed to request a free door	0	0
Edit	2	F2 is pressed to open and free (if dynamic) a door	0	0
Edit	3	F3 is pressed to open a door inbetween	0	0
Edit	4	Door is physically opened, relay was active (F2/F3)	1	0
Edit	5	Door is physically opened, that was not allowed	3	1
Edit	6	Door is physically opened, after F1 so allocate it to the user	1	0
Edit	7	Locker was closed again (F1, F2 in fixed mode, and F3)	1	0
Edit	8	Locker was closed and freed (F2 in dynamic mode)	1	0
Edit	9	Assigned locker was not opened, so free it again (F1)	0	0
Edit	10	Master requested to open a locker	2	0
Edit	11	Master requested to free a locker	2	0
Edit	12	User requested (F2/F3) a door out of the terminal range	2	0
Edit	13	Lost coil detection, it was there before	3	1
Edit	14	A blocked userbadge was unblocked by a Master	2	0
Edit	15	Dynamic locker was freed automatically at given time	0	0
Edit	16	Locker is being opened to exceed max open time	2	1
Edit	17	Connection has been lost	3	1

Figure 5.13.2: – Events web page – all events

In the figure 5.13.2, there are 17 events. Each event row has 5 columns which are Edit, event number, description, priority (0->3) is used for making reports and 'Need OK' (0=No ➔ low priority; 1=Yes ➔ high priority). Log event has high priority which will be appeared on the home page; otherwise, it will be kept on the log file.

For example, we can edit event number 1 by clicking on 'Edit' on the same row with it:

Figure 5.13.3: – Events web page – editing event number 1

You can see that the row which contains event number 1 will be changed as described on the figure 5.13.3:

- 'Edit' is now transformed to 'Update' and 'Cancel'
    - ✓ 'Update': to update your changes and return to view mode that is the same with figure 5.13.2.
    - ✓ 'Cancel': to cancel your edition and return to view mode that is the same with figure 5.13.2.
- Description is able for you to change it.
- Need OK is also able to change it either value 0=Low priority or 1=High priority.

5.14. FEATURE 14 – VIEWING LOG

Well, this is the easiest feature in this user manual that you can guide you. By going to 'Viewing Log' you can select 'Log' at the menu:

Figure 5.14.1: - How you go to 'Log' web page

And then you will see the 'Log' web page like on the figure 5.14.2:

Figure 5.14.2: - 'Log' web page interface

You can select 250, 500 or 1000 records per page. For giving you an idea about these logs, we can explain the first log row:

DateTime	Event	LockerNr	Duration	FullName	BadgeNumber
25-07-2007 17:14:35	F3 is pressed to open a door inbetween	Locker_012	0	User2, Testing	24F930F4

Figure 5.14.3: - A row of log file

The figure 5.14.3 describes user with last name='User2', first name='testing' and badge number='24F930F4', pressed 'F3' button on the terminal to open the 'Locker_012' locker at 17:14:35 on 25-07-2007.

5.15. FEATURE 15 – VIEWING STATUS OF LOCKERS

In this part, you can view the status (either close or open) of attached lockers to specific terminals. This feature is nice to be used for testing Smart Access to see whether our application is working correctly or not. Well, the first is to show you the way to go to 'status of lockers' web page by following figure 5.15.1:

Figure 5.15.1: - How you go to 'Status of lockers' web page

And click on the 'Status' at the menu, 'Status' web page will be shown:

Figure 5.15.2: - 'Status of lockers' web page

For example, on the figure 5.15.2, there is only one node of a tree view, which is company level and you see that it is 'Vecos'. If you click on it, you can go to further levels such as department then terminal. We could try it by a click on 'Vecos' node:

Figure 5.15.3: - 'Status of lockers' web page – Go to children nodes
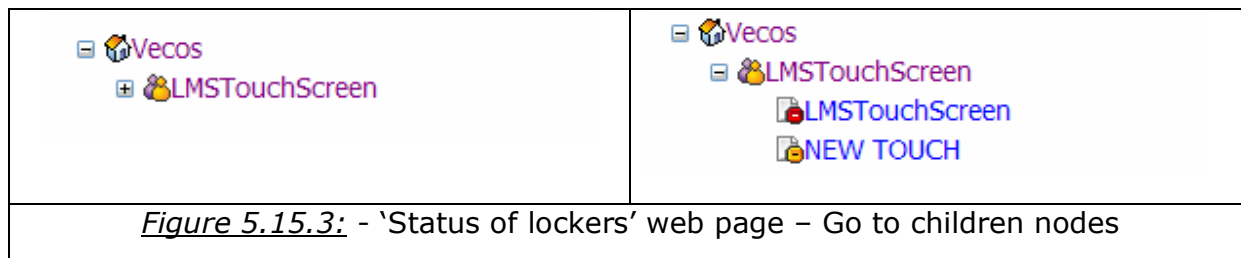
And you can see on the figure 5.15.2, the department level will show all departments belong to company, for example: 'LMSTouchScreen' department belongs to 'Vecos' company. Then if you click on 'LMSTouchScreen' department node, all terminals will be shown such as 'LMSTouchScreen' and 'NEWTOUCH' terminals. As we already described the different icons between terminals like on the figure 5.15.2, the meaning is:

- : Terminals with red cycle means off line.
- : Terminals with yellow cycle means on line.
- : Selected terminal

We could try to see the status of lockers of online 'NEWTOUCH' terminal by click on 'NEWTOUCH' node:

Figure 5.15.4: - 'Status of lockers' web page – show found lockers
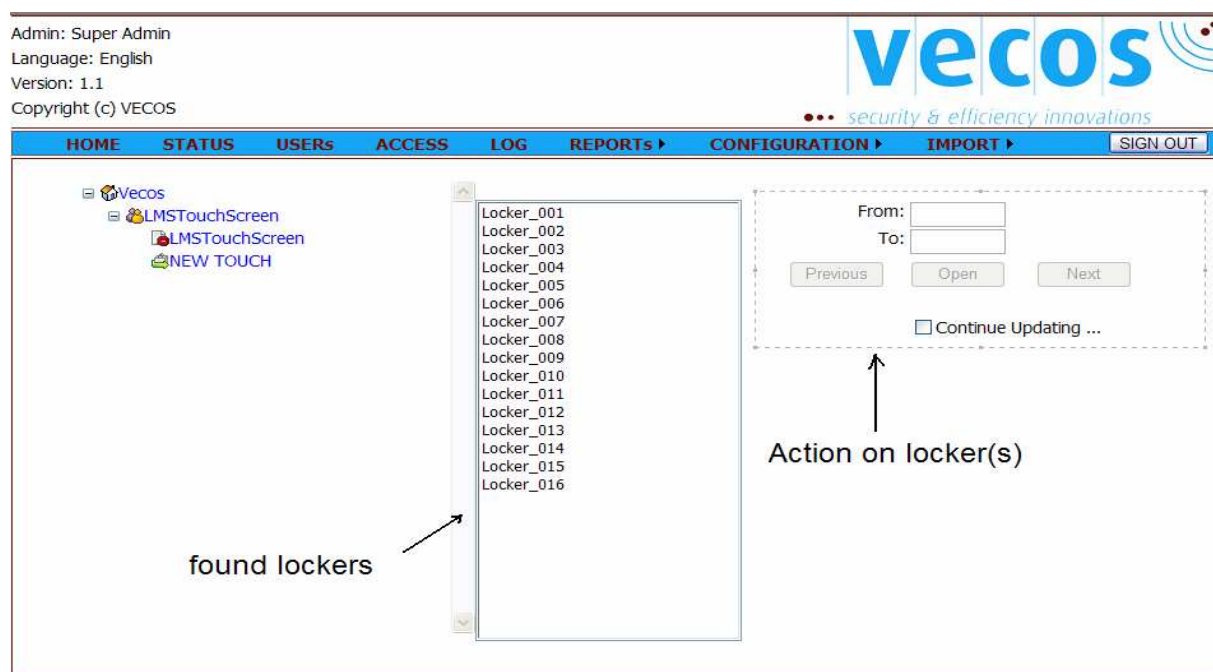
On the figure 5.15.4, you can see the list of found lockers which was detected at 'NEWTOUCH' terminal and 'Action on locker(s)' area is not enabling because you have to select a locker. We could try to check the status of 'Locker_007' by click on it:
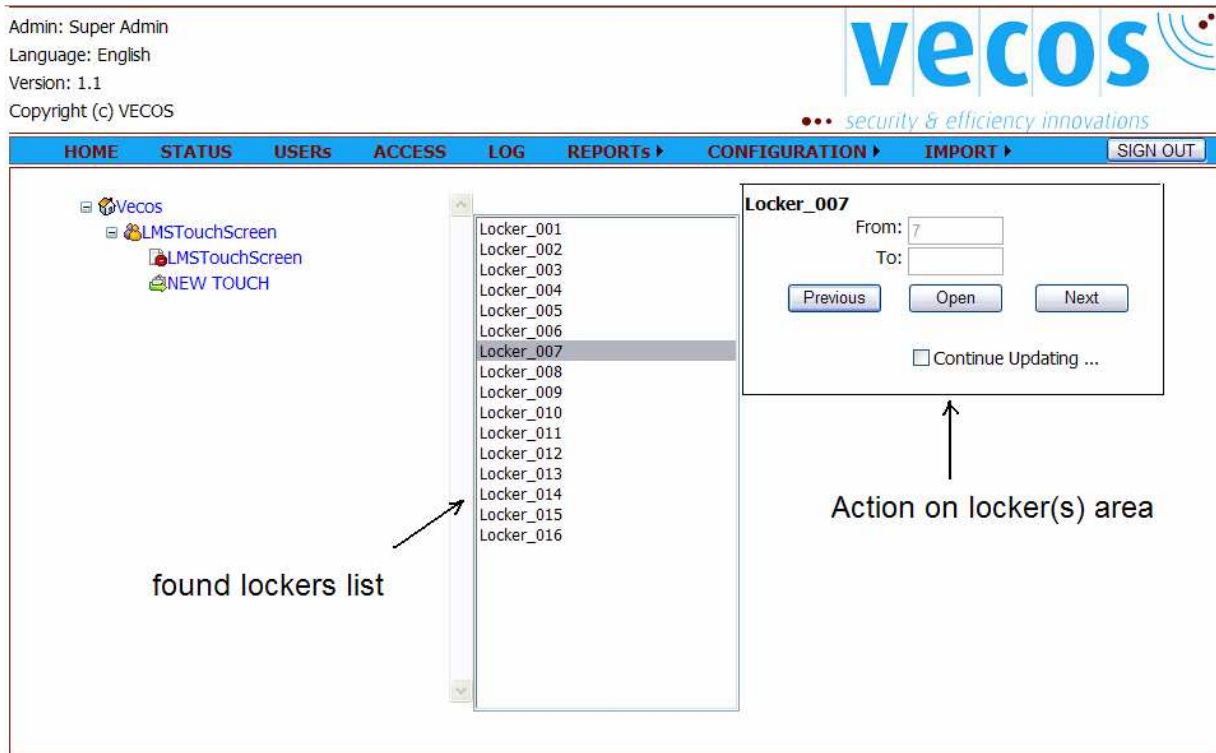
Figure 5.15.5: - 'Status of lockers' web page – show found lockers

You can see that 'Action on locker(s) area' is enabling with fields:

- Label: 'Locker_007' is the description of selected locker
- Textbox: 'From' is locker number of selected locker, it is read only.
- Textbox: 'To' is to which locker number you need to open lockers to.
- Button: 'Previous' is used for opening previous locker compared to current selected locker.
- Button: 'Next' is used for opening next locker compare to current selected locker.
- Button: 'Open' is used for opening current selected locker.
- Checkbox: 'Continue Updating…' is used for checking status of selected locker(s) up-to-date.

To give you a better feeling about these functionalities, we can try to check on 'Continue Updating…' and click on 'Open' button to see whether the locker is opened or not. Off course, if is not really opened physically at 'NEW TOUCH' terminal, there will be no changes on figure 5.15.5, otherwise, the figure 5.15.5 will be changed like figure 5.15.6:
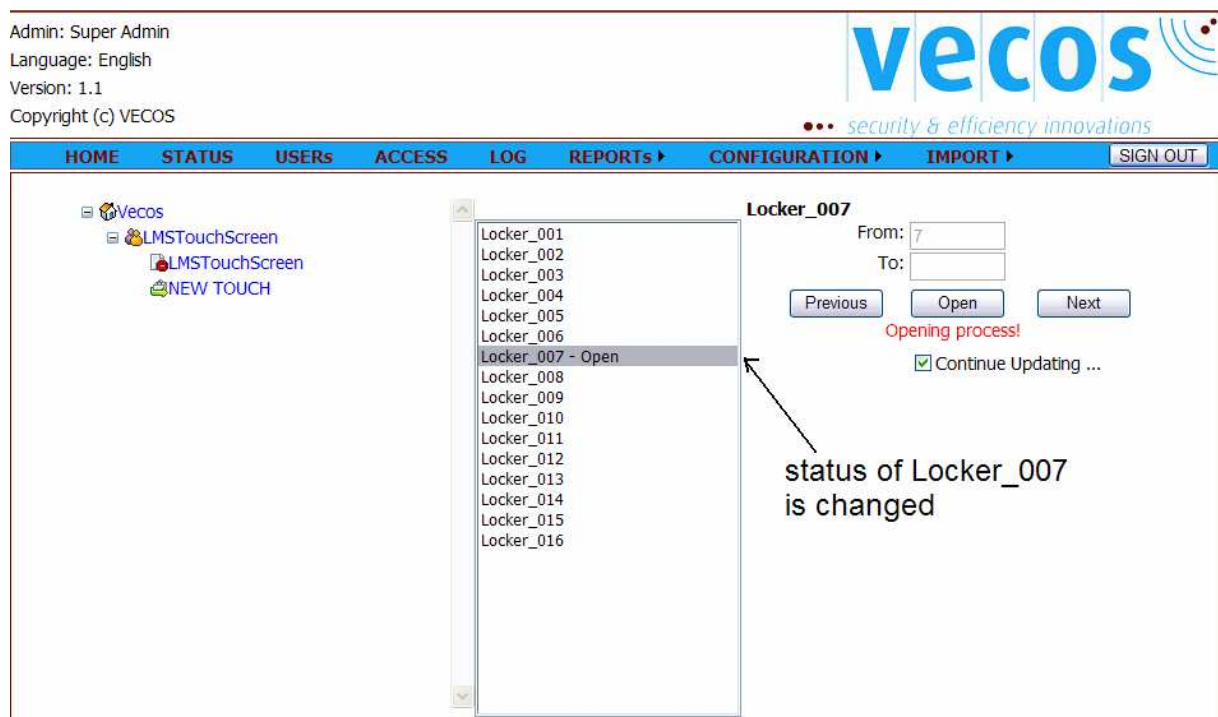
Figure 5.15.6: - 'Status of lockers' web page – status of locker is changed

You can see that the description of 'Locker_007' locker is changed to 'Locker_007 – Open' which means that 'Locker_007 – Open' is opening. We can try to open multiple lockers by filling 10 at 'To' textbox and click on 'Open' button and don't forget to check on 'Continue updating…' if lockers from 8->10 are really opened physically at the 'NEW TOUCH' terminal, their statuses will be changed:
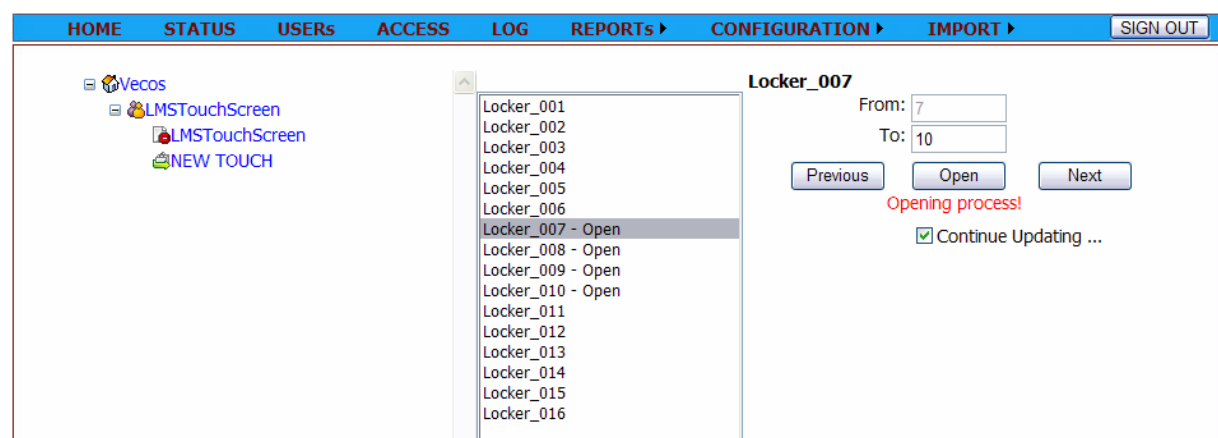
Figure 5.15.7: - 'Status of lockers' web page – statuses of lockers are changed

On the figure 5.15.7, statuses of lockers 7->10 are changed to be opening. If they are physically closed, their descriptions will be changed without ' - Open' like figure 5.15.8:
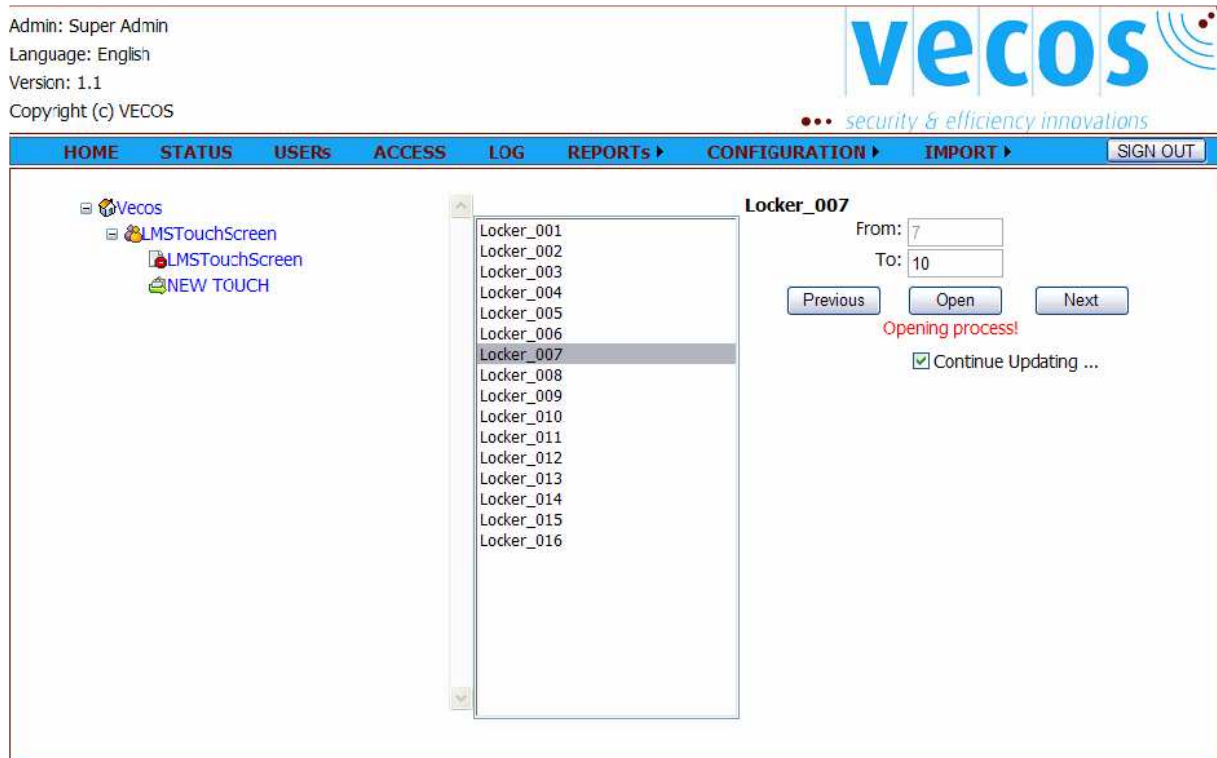
Figure 5.15.8: - 'Status of lockers' web page – statuses of lockers are changed

You could try out with 'Previous' and 'Next' buttons.

5.16. FEATURE 16 – VIEWING/EXPORTING REPORTS

At the moment writing this document, our Smart Access website only supports one kind of report to customers, which is 'Users Access Lockers' report. It helps you to know which lockers are being assigned to whom at which department in which company. Firstly, we will show you how to get there by following the figure 5.16.1 below:

Figure 5.16.1: How you go to 'Users Access Lockers' report web page

Then you will be able to view this web page:

Figure 5.16.2: 'Users Access Lockers' report web page interface

Figure 5.16.2 lists all lockers are being assigned to users at departments in companies. For example, we can explain the meaning of the first row:

Company	Department	User	Locker
Vecos	LMSTouchScreen	User2,Testing	Locker_009

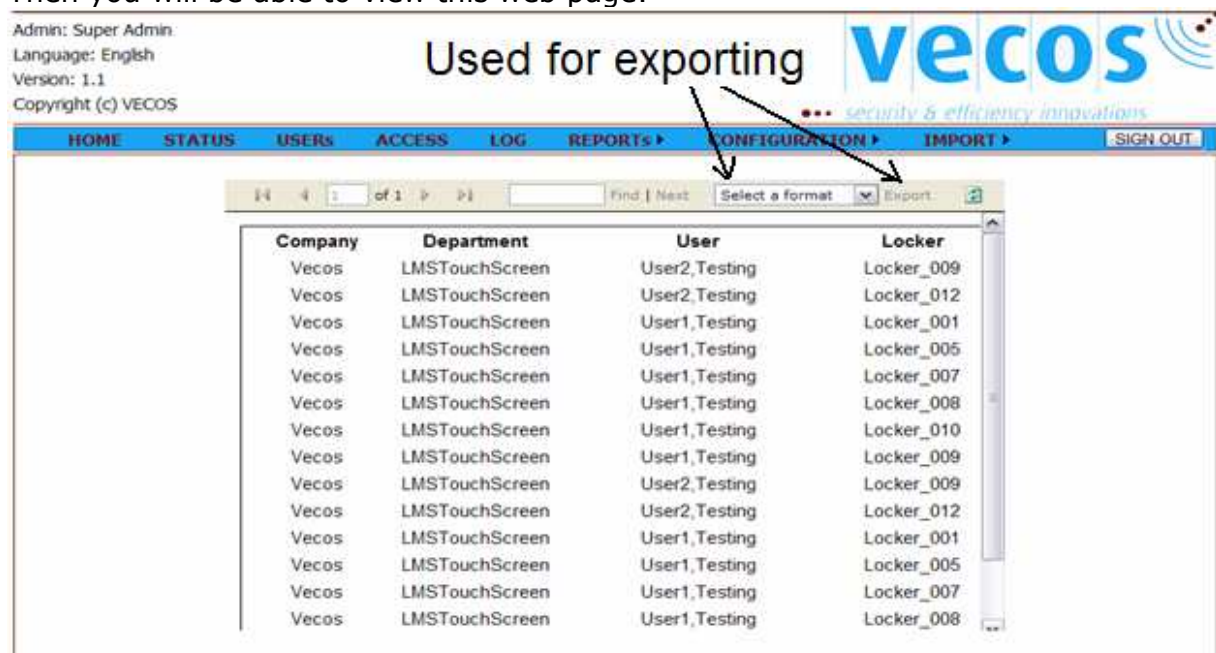*Figure 5.16.3:* 'Users Access Lockers' report web page – One record row of report

The figure 5.16.3 means 'Locker_009' is being assigned to 'User2, Testing' User at 'LMSTouchScreen' department in 'Vecos' company.

You can see on the figure 5.16.2, there is a drop down list box which is 'Select a format' and an 'Export' link. You can choose exporting format file either 'Excel' or 'Acrobat (PDF)' and then click on 'Export' link to either open your report immediately or save it on your machine like figure 5.16.4 and 5.16.5:

Figure 5.16.4: 'Users Access Lockers' report web page – Export to excel
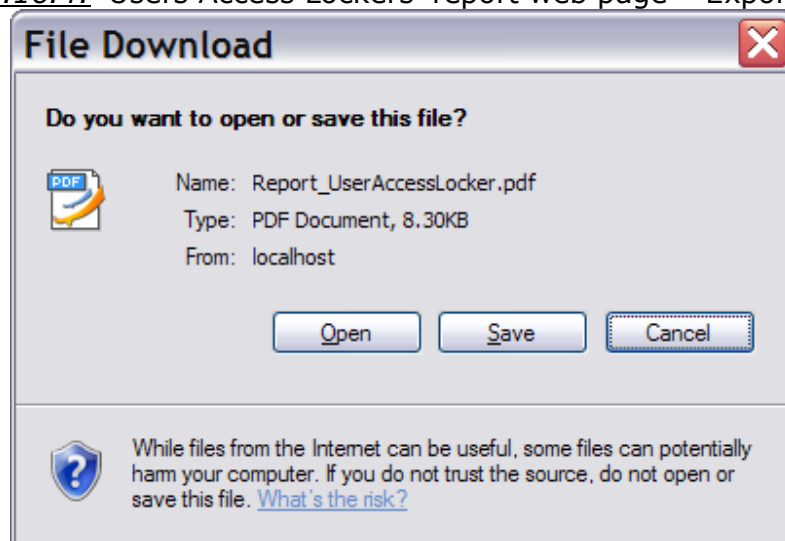
Figure 5.16.5: 'Users Access Lockers' report web page – Export to PDF file

5.17. FEATURE 17- SETTING SCHEDULE FOR IMPORTING AUTOMATICALLY

This part, we will show how you can set schedule for importing your data file to the server, then another component of Smart Access package which is called 'Communication Service' will check your schedule and import data to the server automatically for you.

Figure 5.17.1: How you go to 'Set Schedules' web page

Click on 'Set Schedules' on the submenu, 'Set Schedules' web page will be shown:

Figure 5.17.2: 'Set Schedules' web page interface

First for you to understand the meaning of all fields, these are descriptions:

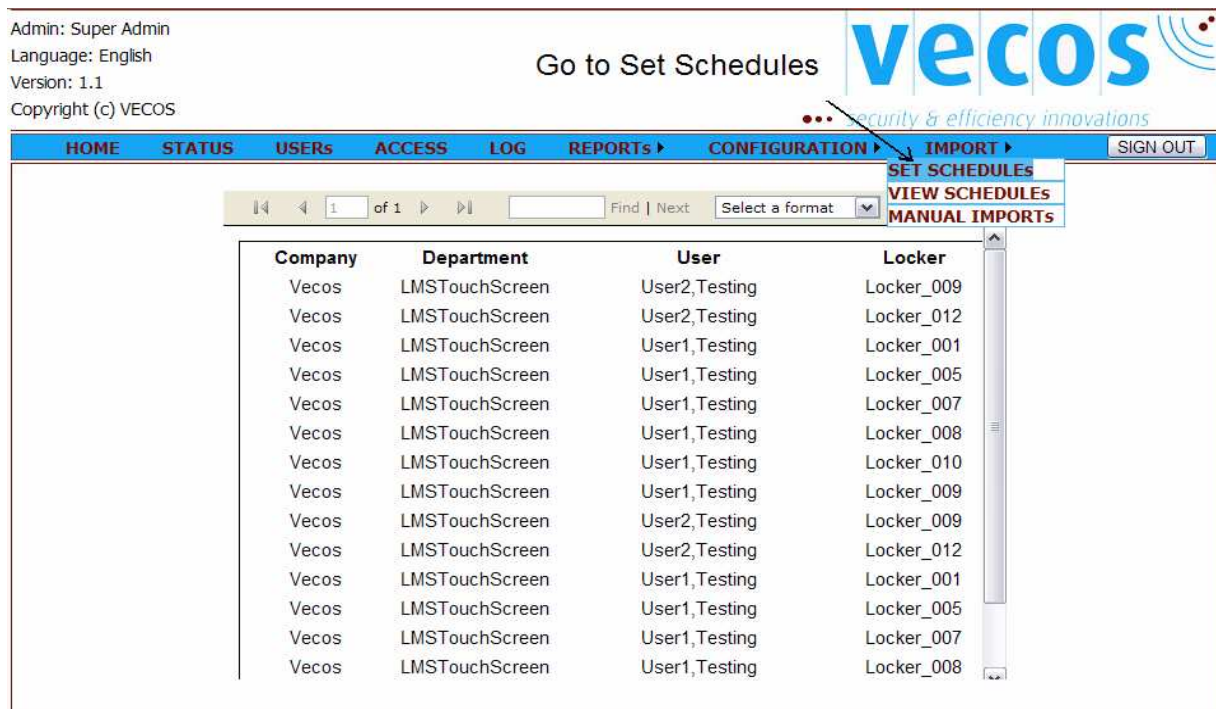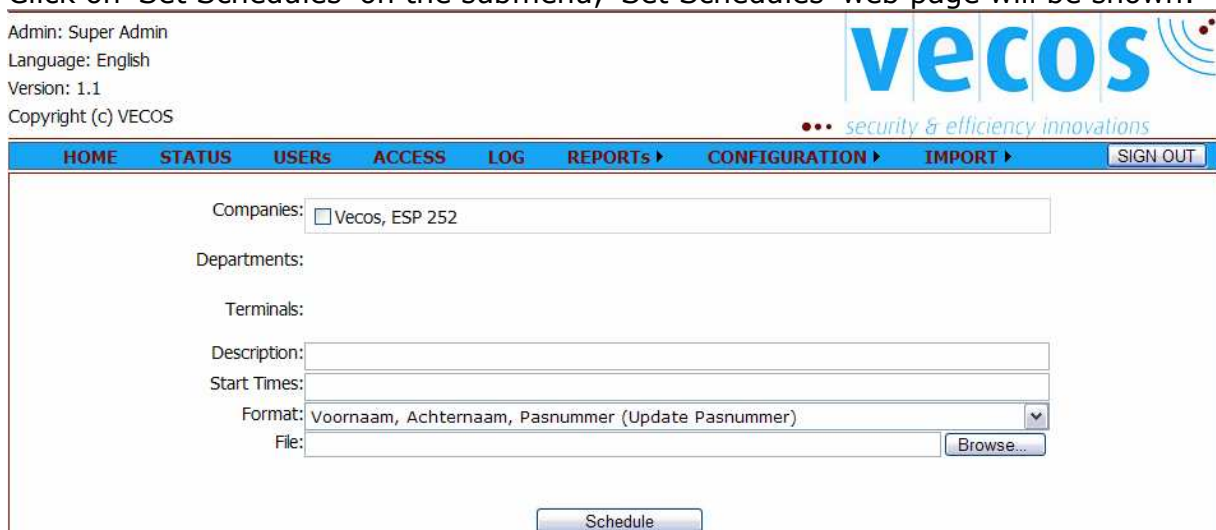- Companies: Select which company/companies your data will be imported to.
- Departments: Select which department/departments your data will be imported to
- Terminals: Select which terminal/terminals your data will be imported to
- Description: Description of your schedule
- Start Times: Different times on when import will be started
- Format: there are 5 types of format file which you must choose a suitable one with your file:
  - ✓ Voornaam, Achternaam, Pasnummer (Update pasnummer)
  - ✓ Voornaam, Achternaam, Pasnummer
  - ✓ Voornaam, Achternaam, Pasnummer, Kastnummer
  - ✓ Voornaam, Achternaam, Pasnummer, Kastnummer, Poort1
  - ✓ Achternaam, Tussenvoegsels, Voornaam, Pasnummer, kastnummer, Poort1
  - ✓ SLB Update: PasNr, LeerLingNr, VoorNaam, Tussenvoegsels, Achternaam, Kas, ? (any), KastNr
  - ✓ OmniCMS Update: Voornaam, Achternaam, Mifare, Status, xxxxxxxx
  - ✓ OmniCMS Update: Voornaam, Achternaam, xxxxx, Status, Sector 15
- File: You click on 'Browse' button to get your file location

We make an example like figure 5.17.3 and if it is successful, you can see there will be an inform message: 'New Import has been scheduled successfully'.

Figure 5.17.3: 'Set Schedules' web page – Set a schedule

There would be a question: how can you view and edit imports which have been scheduled? Let us go to next feature – Viewing/Editing schedule for importing automatically.

5.18. FEATURE 18 – VIEWING/EDITING SCHEDULE FOR IMPORTING AUTOMATICALLY

From feature 17, we have scheduled a successful import which has description 'Testing schedule' like on the figure 5.17.3. This part will answer the question at the end of feature 17. Firstly, we have to know how to reach there by following figure 5.18.1:

Figure 5.18.1: How you go to 'View Schedules' web page
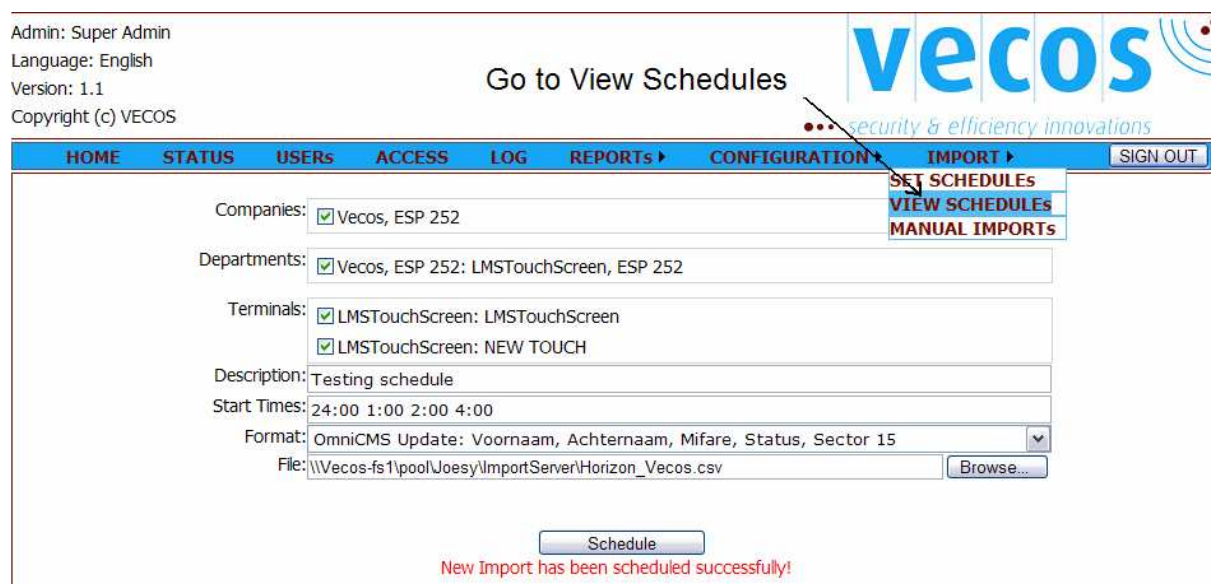
Click on 'View Schedules' submenu, your 'View schedules' web page will be shown as figure 5.18.2:

Figure 5.18.2: 'View Schedules' web page interface

You can find 'Testing schedule' import on the figure 5.18.2 which is at the top one. Because it has not been used to import to the server therefore there is no information about status, Last import Status and Log.

There are two options for you:

- Delete: to remove your import schedule
- EDIT: to edit your import

We can try 'Edit' option with 'Testing schedule' import by pressing on the 'EDIT' link at the same line then you will go to 'Edit Schedule' web page like figure 5.18.3:

Figure 5.18.3: 'Edit Schedule' web page interface

This 'Edit schedule' web page interface and fields are almost the same with 'Set Schedules' at feature 17 – Setting schedule for importing automatically. There are two differences:

- File: The file path is not editable, so if you do not want to schedule this import, you might delete it at the 'View Schedules' web page like figure 5.18.2.
- 'Schedule' button is changed to 'Update' button: after you change your fields, you can commit your changes by pressing on 'Update' button.

5.19. FEATURE 19 – CREATING MANUAL IMPORT

Smart Access website also offers you a manual import instead of using automatically import; to do so, you have to follow the figure 5.19.1 to reach there:
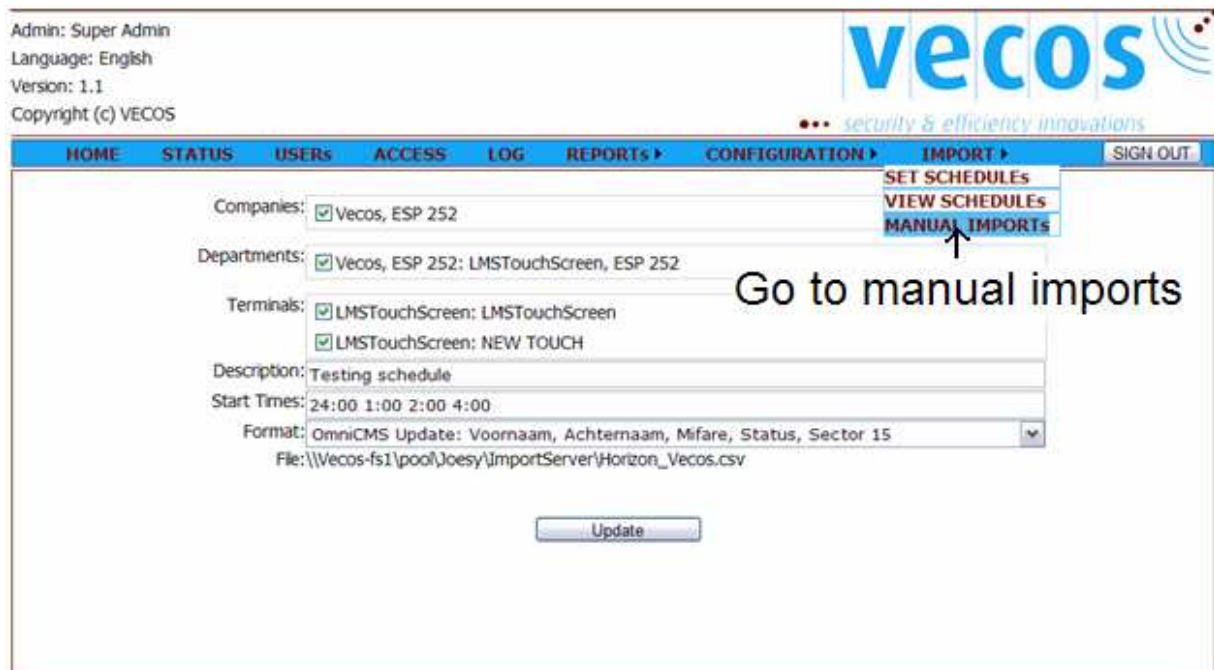
Figure 5.19.1: How you go to 'Manual Imports' web page

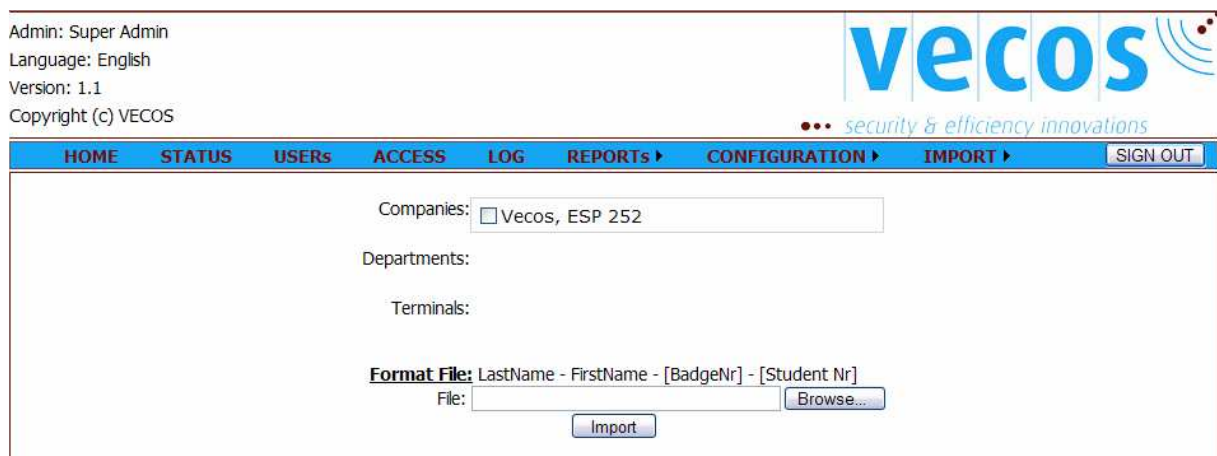And then you will be able to view 'Manuals Imports' web page:

Figure 5.19.2: 'Manual Imports' web page interface

Like making automatically import schedule, you also need to specify in which companies, which departments and which terminals, the data will be imported to. But the data file must be in order: 'LastName – FirstName – [BadgeNr] – [studentNr] with format such as: *.txt and *.csv

6. FAQ

1. How can you contact to get support when we get problems with Smart Access applications?

⇨ You can either telephone to +31 (0) 40 3686030 or send us an email to support@vecos.com

2. Where can you get new updates of Smart Access applications?

⇨ You can go to Smart Access website to check whether new updates at: http://support.vecoseurope.nl/SmartAccess/RevisionHistory.html and we also guide you how to implement new updates.

3. While you are working with Smart Access website, why will the web page be automatically redirected to 'Login' page?

⇨ Because you have not reacted on the website for about 10 minutes and for a security issue, you will be automatically logged out and redirected to the 'Login' page.

4. Why cannot you log in anymore at the 'Login' page?

⇨ There could be several problems following:
   - ✓ 'Database Connection Error' text is shown below the 'Login' button which means your connection to the database could not be established, you have to check either your internet or database server. There is also another case that you have not installed your Smart Access web server, you would have to click on 'Install' button to start installing database for the Smart Access website.
   - ✓ 'Your license number has expired' text is shown below the 'Login' button which means your valid date has passed and you have to contact Vecos to extend it.
   - ✓ 'Your license number is not correct' text is shown below the 'Login' button, for this case, first, you have to refresh the 'Login' page and try login again. If the text 'Your license number is not correct' is still appeared, it means you have tried to change your license in an illegal way, you may contact Vecos to solve this problem.

5. Why cannot you view the report page?

⇨ You can try to follow these steps to solve your problem:

- ✓ First, Use net start or go to sql configuration manager(SSCM), check whether sqlbrowser service is running, if not, start it;

- ✓ Secondly, you still need to make sure SqlBrowser is active. Go to SSCM, click properties of Sqlbrowser service -> Advanced-> Active "Yes" or "No", if Sqlbrowser is running but is not active, the service would not serve you correct pipe name and TCP port info on which your connection depends.You still need to make sure SqlBrowser is active. Go to Sql Server Configuration Manger, click properties of Sqlbrowser service -> Advanced-> Active "Yes" or "No", if Sqlbrowser is running but is not active